

Police Complaints Information Bulletin: Norfolk

Reporting Period: 01 April 2023 - 31 March 2024 (Q4 2023/24)

Most Similar Force (MSF) Group: Devon And Cornwall, Lincolnshire, Norfolk, North Wales, North Yorkshire, Suffolk, West Mercia, Wiltshire

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

Contents

Page 1 Section A1.1: Complaint cases logged and initial handling

Page 2 Section A1.2: Allegations logged – what has been complained about

Page 3 Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Page 4 Section A1.4: Allegations logged – what has been complained about (category) and the situational context of allegations (factors)

Page 5 Section A2: Allegations timeliness

Page 6 Section A3.1: How allegations were finalised and their decisions

Page 7 Section A3.2: Allegation decisions by what was complained about (category)

Page 8 Section B: Referrals

Page 9 Section C1: Reviews received and Section C2 Reviews timeliness

Page 10 Section C3: Decisions on LPB reviews

Page 11 Section C4: Decisions on IOPC reviews

Page 12 Section D1.1: Complaint cases timeliness outside of Schedule 3

Page 13 Section D1.2: Complaint cases timeliness under Schedule 3

Page 14 Section D2.1: Allegation actions – on complaint cases handled outside of Schedule 3

Page 15 Section D2.2: Allegation actions – on complaint cases handled under Schedule 3

Page 16 Notes

Acronyms used in this bulletin

Force – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

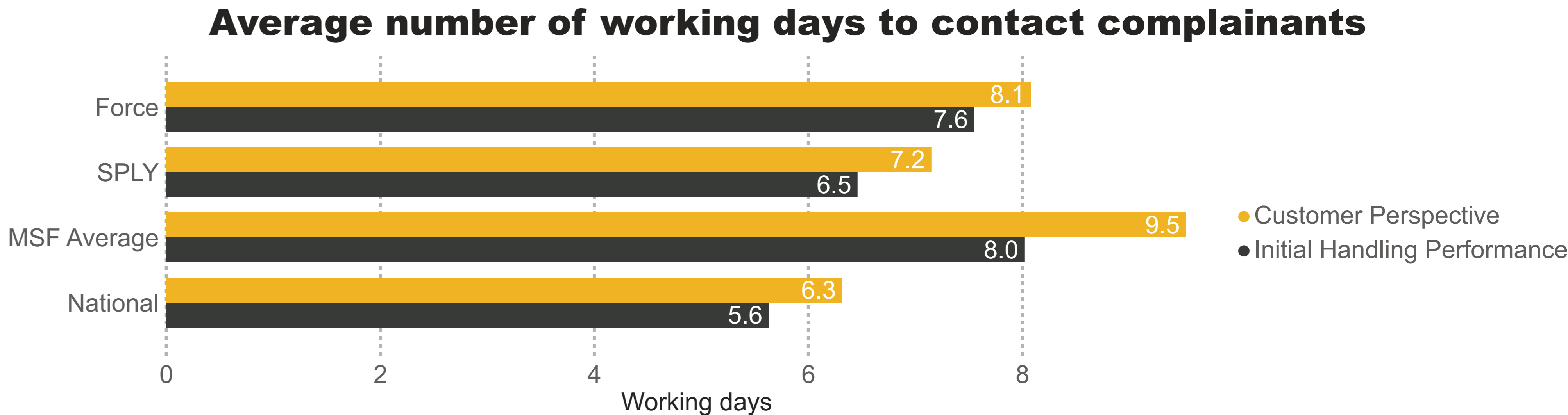
Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases logged and initial handling

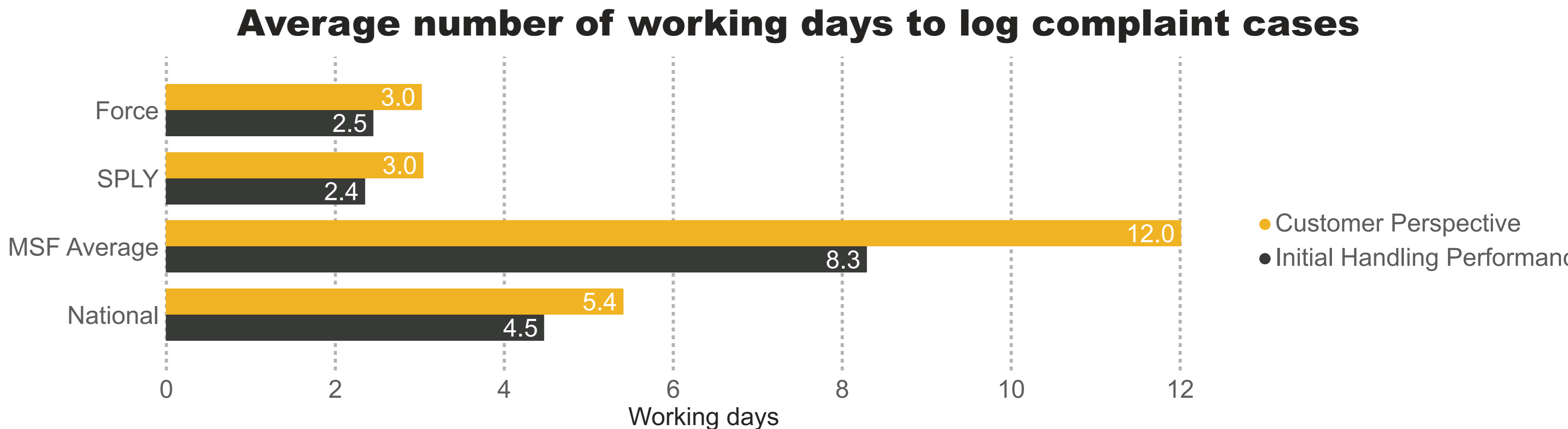
This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it received the complaint.

Complaint cases with ‘invalid dates’ have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	8	8
SPLY	7	6
MSF Average	10	8
National	6	6



Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	3	2
SPLY	3	2
MSF Average	12	8
National	5	4



Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	334	417	955	85,458
Complaint cases logged per 1,000 employees	96	123	279	338

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	113	45 %	104	29 %	281	55 %	13,962	43 %
Complainant wishes the complaint be recorded	51	20 %	186	52 %	65	22 %	6,808	21 %
Dissatisfaction after initial handling	41	16 %	37	10 %	61	13 %	4,779	15 %
Nature of the allegation(s) in the complaint	46	18 %	28	8 %	43	11 %	6,962	21 %

Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

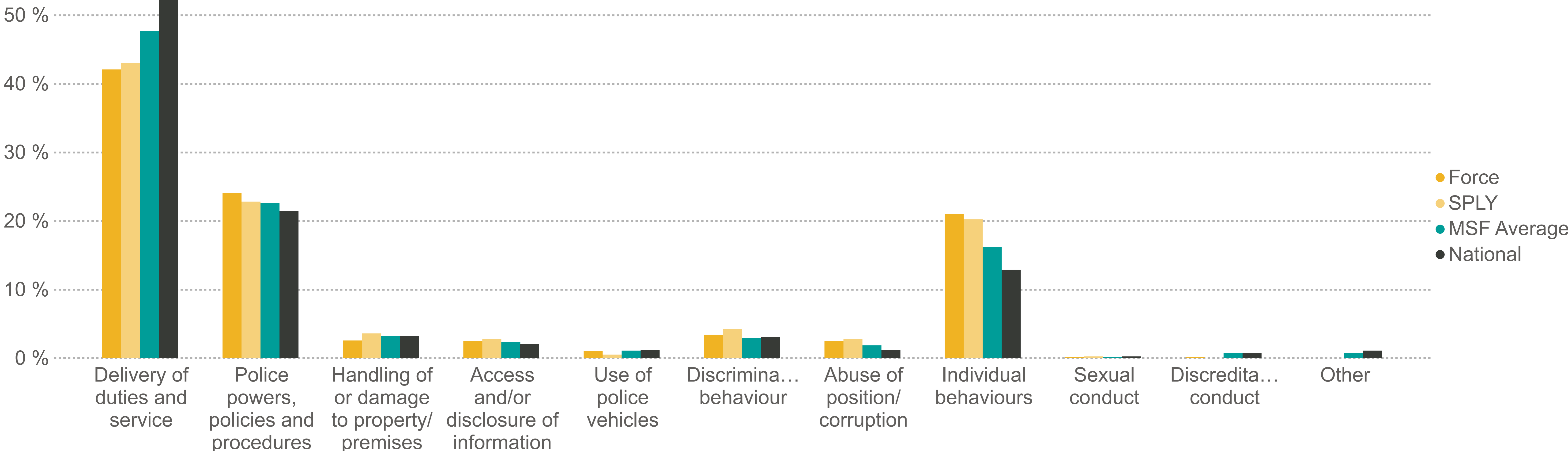
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	1,132	1,431	1,733	151,539
Allegations logged per 1,000 employees	325	423	513	599

What has been complained about

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	480	275	29	28	11	39	28	239	1	2	0	1,132
SPLY	616	326	51	40	7	60	39	289	3	0	0	1,431
MSF Average	875	388	57	36	20	45	25	262	4	12	10	1,733
National	80,544	32,410	4,836	3,089	1,758	4,575	1,838	19,514	324	1,019	1,630	151,537
Force	42 %	24 %	3 %	2 %	1 %	3 %	2 %	21 %	0 %	0 %	0 %	100 %
SPLY	43 %	23 %	4 %	3 %	0 %	4 %	3 %	20 %	0 %	0 %	0 %	100 %
MSF Average	48 %	23 %	3 %	2 %	1 %	3 %	2 %	16 %	0 %	1 %	1 %	100 %
National	53 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Category	Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	480	42 %	616	43 %	874	48 %	80,538	53 %	
	Police action following contact	220	46 %	286	46 %	388	48 %	33,905	42 %	
	Information	114	24 %	144	23 %	126	16 %	8,484	11 %	
	General level of service	87	18 %	107	17 %	221	19 %	27,022	34 %	
	Decisions	59	12 %	79	13 %	140	16 %	11,127	14 %	
Police powers, policies and procedures	Total	275	24 %	326	23 %	388	23 %	32,402	21 %	
	Use of force	69	25 %	85	26 %	91	25 %	8,552	26 %	
	Detention in police custody	67	24 %	69	21 %	59	17 %	4,406	14 %	
	Power to arrest and detain	41	15 %	68	21 %	67	16 %	5,404	17 %	
	Other policies and procedures	26	9 %	28	9 %	50	11 %	3,545	11 %	
	Bail, identification and interview procedures	24	9 %	29	9 %	24	6 %	1,694	5 %	
	Searches of premises and seizure of property	23	8 %	21	6 %	46	11 %	4,010	12 %	
	Evidential procedures	13	5 %	14	4 %	29	7 %	2,509	8 %	
	Stops, and stop and search	8	3 %	10	3 %	19	5 %	1,755	5 %	
	Out of court disposals	4	1 %	2	1 %	4	1 %	527	2 %	
	Individual behaviours	Total	239	21 %	289	20 %	262	16 %	19,513	13 %
		Overbearing or harassing behaviours	74	31 %	89	31 %	59	22 %	3,510	18 %
		Impolite language / tone	64	27 %	91	31 %	69	26 %	5,035	26 %
Unprofessional attitude and disrespect		48	20 %	33	11 %	60	22 %	5,604	29 %	
Lack of fairness and impartiality		34	14 %	58	20 %	42	16 %	2,613	13 %	
Impolite and intolerant actions		19	8 %	18	6 %	32	13 %	2,751	14 %	
Discriminatory behaviour	Total	39	3 %	60	4 %	45	3 %	4,575	3 %	
	Race	15	38 %	27	45 %	18	43 %	2,279	50 %	
	Disability	10	26 %	10	17 %	8	17 %	838	18 %	
	Sex	5	13 %	13	22 %	7	16 %	645	14 %	
	Age	3	8 %	0	0 %	1	3 %	73	2 %	
	Sexual orientation	2	5 %	4	7 %	2	3 %	156	3 %	
	Other	2	5 %	3	5 %	7	15 %	393	9 %	
	Gender reassignment	1	3 %	0	0 %	0	0 %	45	1 %	
	Marriage and civil partnership	1	3 %	0	0 %	0	0 %	4	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Religion or belief	0	0 %	3	5 %	1	2 %	141	3 %		
Handling of or damage to property/ premises	Total	29	3 %	51	4 %	57	3 %	4,657	3 %	
	Handling of or damage to property/ premises	29	100 %	51	100 %	57	99 %	4,657	96 %	

This section presents the five most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and subcategory, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Allegation category												
Factors	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Investigation	297	42	12	13	0	15	19	85	0	0	0	483
Arrest	36	106	8	1	1	4	3	50	1	0	0	210
Domestic / gender abuse	74	31	4	4	0	6	1	37	0	0	0	157
Child protection / CSA / CSE	65	21	2	8	0	8	4	26	0	0	0	134
VAWG - dissatisfaction handling	87	12	0	4	0	4	2	24	0	0	0	133
Custody	8	81	4	0	0	2	3	19	0	0	0	117
None	48	7	2	6	2	1	3	27	0	1	0	97
Roads/traffic	37	10	1	0	7	4	0	13	0	1	0	73
Mental health	14	20	1	0	0	2	2	15	0	0	0	54
Stop and/or search	8	18	0	0	1	4	2	10	0	0	0	43
Drugs / alcohol	6	14	1	0	1	1	0	10	1	0	0	34
Death	24	0	1	0	0	1	0	4	0	0	0	30
Premises search	2	18	2	0	0	2	0	6	0	0	0	30
VAWG - police perpetrated	2	19	1	0	0	0	0	6	1	0	0	29
Call Handling	17	0	0	0	0	1	0	6	0	0	0	24
Neighbourhood policing	12	1	0	2	0	2	0	7	0	0	0	24
Restraint equipment	2	15	0	0	0	0	0	2	0	0	0	19
Public order incident	4	10	0	0	0	1	0	0	0	0	0	15
Firearms	6	1	1	0	0	0	0	2	0	0	0	10
Social media	5	1	1	1	0	0	0	2	0	0	0	10
Fraud	6	1	0	0	0	0	0	1	0	0	0	8
Hate Crime	5	1	0	0	0	1	0	0	0	0	0	7
Missing persons	1	0	0	0	0	0	0	3	0	0	0	4
Unknown	0	2	0	0	0	0	0	1	0	0	0	3
Coronavirus - other	0	1	0	0	0	0	0	1	0	0	0	2
Police dogs or horses	1	0	0	0	0	0	0	1	0	0	0	2
Serious injury	0	1	0	0	0	0	0	1	0	0	0	2
Taser	0	1	0	0	0	0	0	0	0	0	0	1

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A2: Allegations timeliness

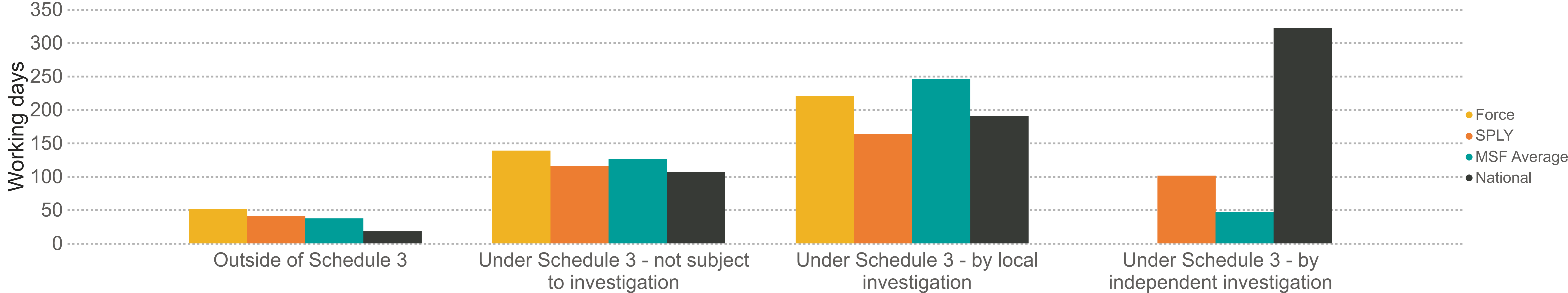
Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	51	41	37	18
Under Schedule 3 - not subject to investigation	139	116	126	106
Under Schedule 3 - by local investigation	221	163	246	191
Under Schedule 3 - by directed investigation	0	0	0	520
Under Schedule 3 - by independent investigation	0	102	47	322

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

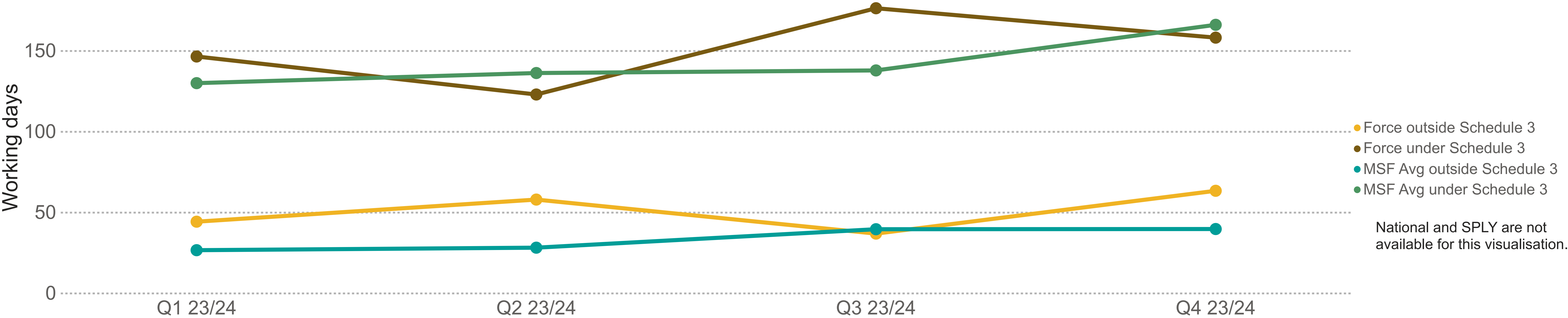
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



Section A3.1: How allegations were handled and their decisions

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	141	12 %	115	9 %	16,901	12 %
Under Schedule 3 investigated (subject to special procedures)	10	1 %	17	1 %	1,959	1 %
Under Schedule 3 - not investigated	868	75 %	901	62 %	63,632	45 %
Outside of Schedule 3	132	11 %	527	28 %	60,166	42 %
Total	1,151	99 %	1559	100 %	142,658	100 %

How allegations were handled	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %
No further action					62	7 %	5,116	8 %			9	0 %	1	1 %	703	4 %
Regulation 41 applies							162	0 %			5	0 %	19	13 %	181	1 %
Service provided - unable to determine					64	7 %	5,111	8 %			59	3 %	11	8 %	1,462	9 %
Service provided - not acceptable			1	0 %	117	13 %	8,389	13 %	3	30 %	86	4 %	20	14 %	2,014	12 %
Service provided - acceptable			1	0 %	511	59 %	42,794	67 %	4	40 %	443	23 %	80	57 %	12,054	71 %
Not Resolved	13	10 %	4,102	7 %												
Resolved	119	90 %	56,062	93 %												
No Case to Answer									1	10 %	818	42 %				
Case to Answer									2	20 %	500	26 %				
Withdrawal					114	13 %	2,060	3 %			39	2 %	10	7 %	486	3 %
Total	132	11 %	60,166	42 %	868	75 %	63,632	45 %	10	1 %	1,959	1 %	141	12 %	16,900	12 %

Section A3.2: Allegation decisions by what was complained about (category)

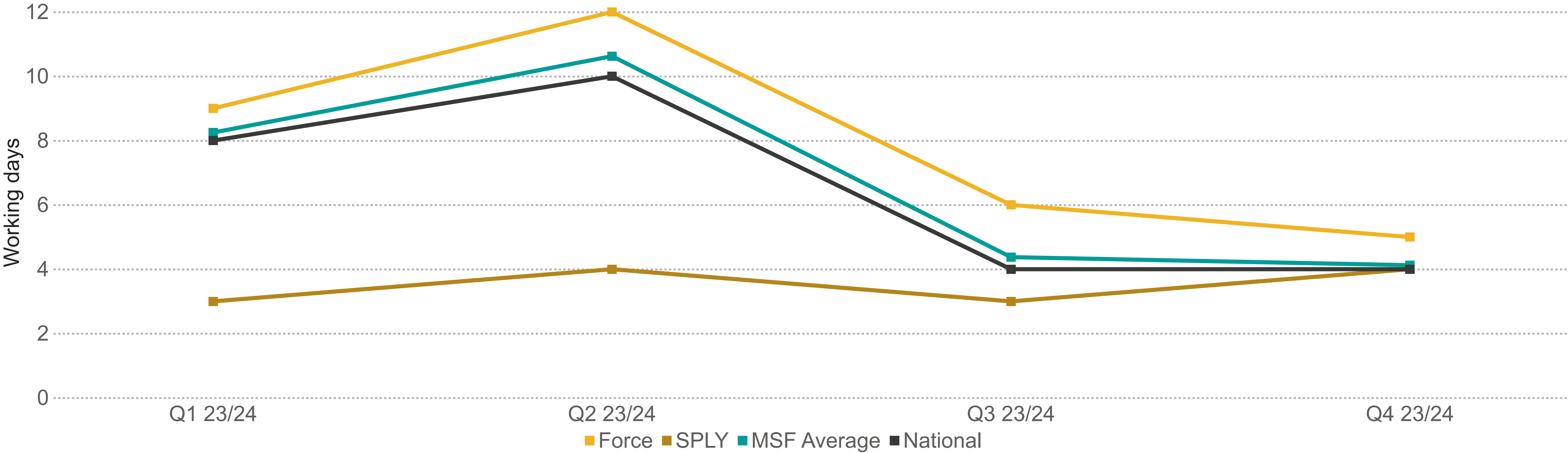
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	28	15	1	1	2	0	2	14	0	0	0	63
Regulation 41 applies	4	8	2	0	0	3	0	2	0	0	0	19
Service provided - unable to determine	22	15	3	4	1	6	2	22	0	0	0	75
Service provided - not acceptable	83	21	4	5	0	1	1	25	0	0	0	140
Service provided - acceptable	228	169	11	14	0	28	16	129	0	0	0	595
Not Resolved	9	1	0	0	1	0	0	2	0	0	0	13
Resolved	82	10	3	5	3	2	0	14	0	0	0	119
No Case to Answer	0	0	0	0	0	0	1	0	0	0	0	1
Case to Answer	0	2	0	0	0	0	0	0	0	0	0	2
Withdrawal	36	45	6	0	1	5	3	28	0	0	0	124

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	96	107	97	6,942
Number referrals completed	96	109	96	6,866
Decision: Independent Investigation	4	5	5	417
Decision: Directed Investigation	0	0	1	35
Decision: Local Investigation	62	76	59	4,419
Decision: Return to Force	30	26	29	1,870
Decision: Invalid	0	2	2	124

Average number of working days to complete referrals by quarter



The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation. Referrals may have been completed in a different period to when they were received.

Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

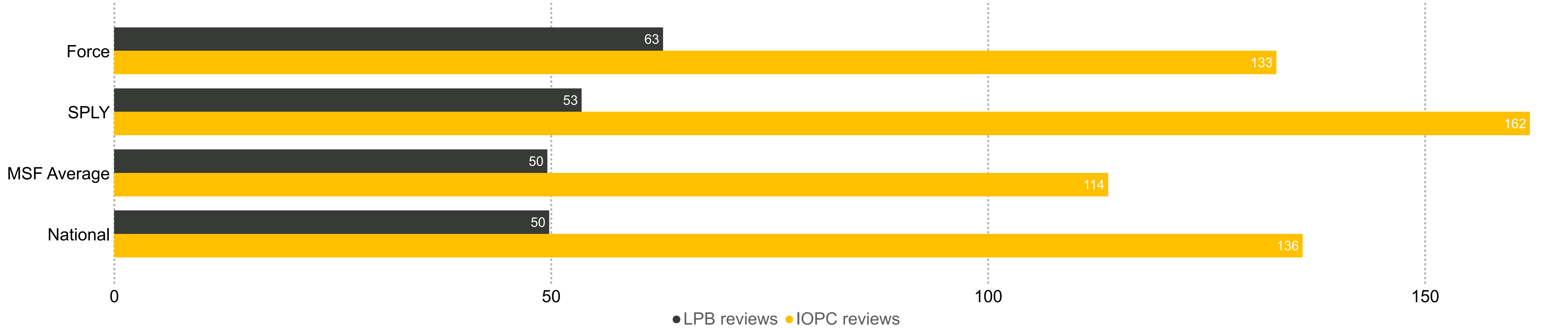
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section C1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	332	77	23 %	3	42	13	19
SPLY	341	76	22 %	2	41	10	23
MSF Average	428	97	24 %	2	67	9	20
National	31,182	6,411	21 %	430	3,845	890	1,246

Section C2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	63	53	50	50
Average number of working days to complete IOPC reviews	133	162	114	136



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

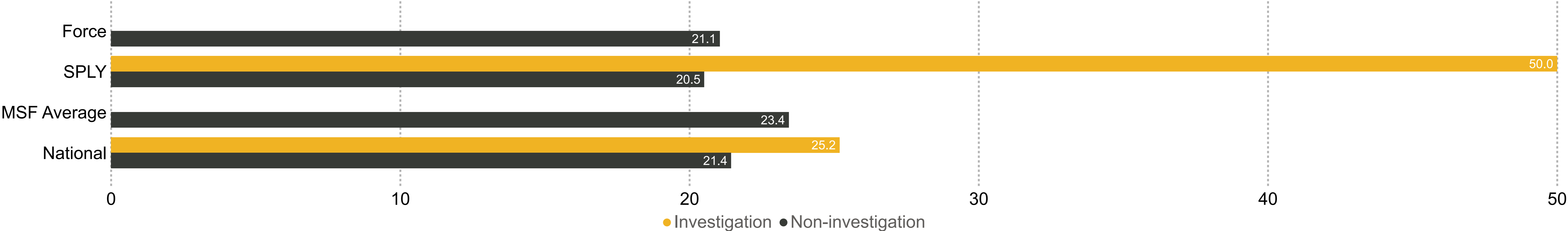
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section C3: Decisions on LPB reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

LPB reviews found not reasonable and proportionate

	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	3	0	0	38	8	21
SPLY	2	1	50	39	8	21
MSF Average			0			23
National	393	99	25	3,712	796	21



LPB reviews resulting in recommendations

	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0	8	4	50
SPLY	1	1	100	8	8	100
MSF Average			0			86
National	99	97	98	796	685	86

Section C4: Decisions on IOPC reviews

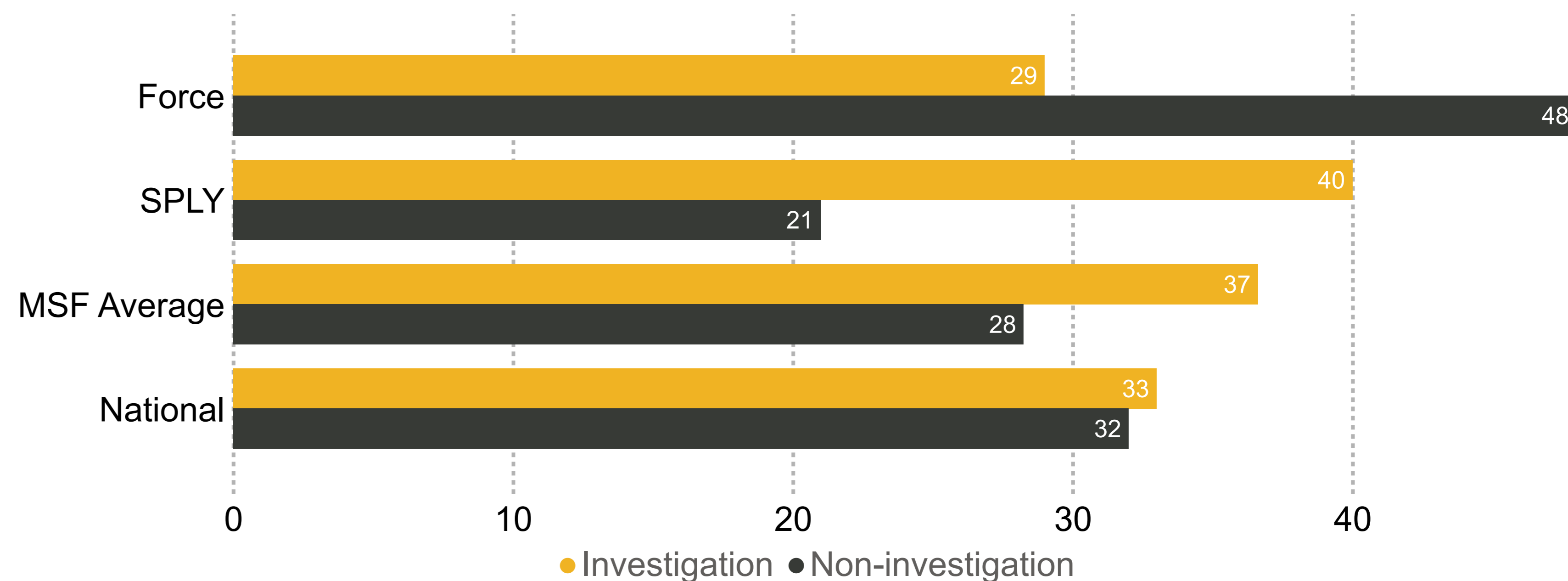
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	7	2
SPLY	10	4
MSF Average	7	3
National	864	289

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	27	13
SPLY	14	3
MSF Average	24	8
National	1,254	402

% IOPC reviews found outcome not reasonable and proportionate



IOPC review recommendations and directions

Due to the low number of recommendations and directions, most similar force calculations are not available here.

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	2	1	2	100
SPLY	4	0	3	75
National	289	23	172	60

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	13	8	62
SPLY	3	1	33
National	402	261	65

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

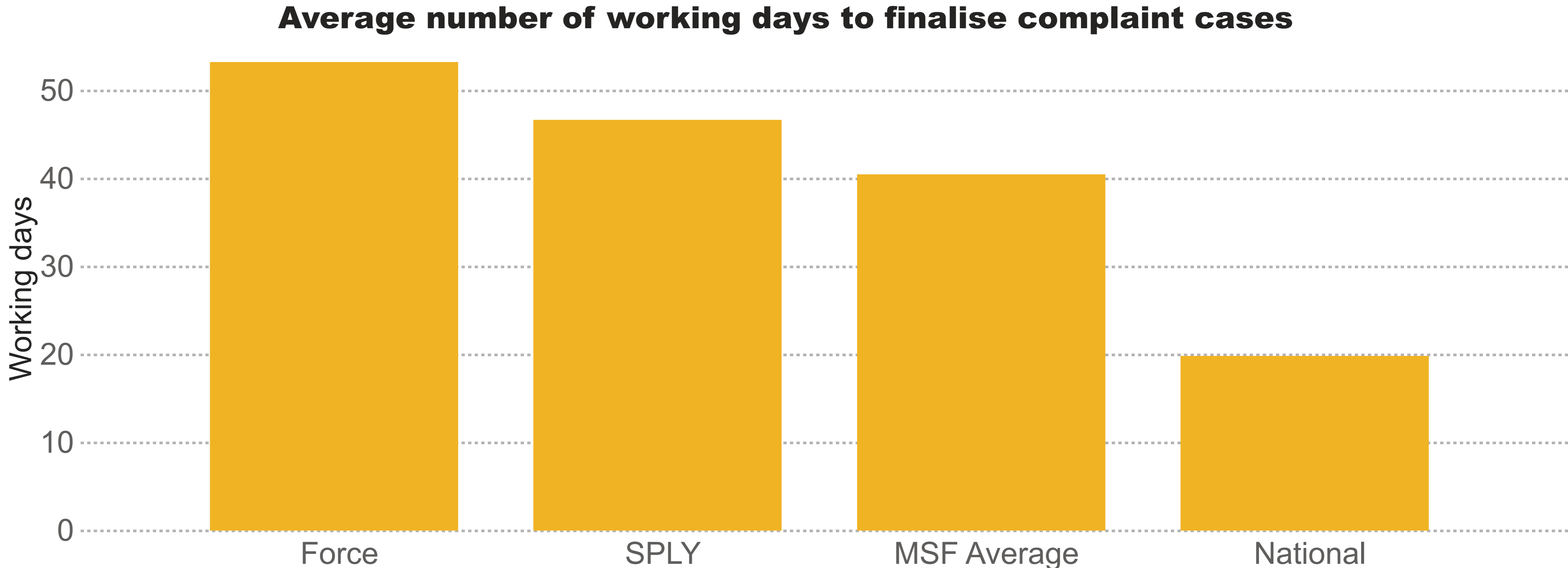
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

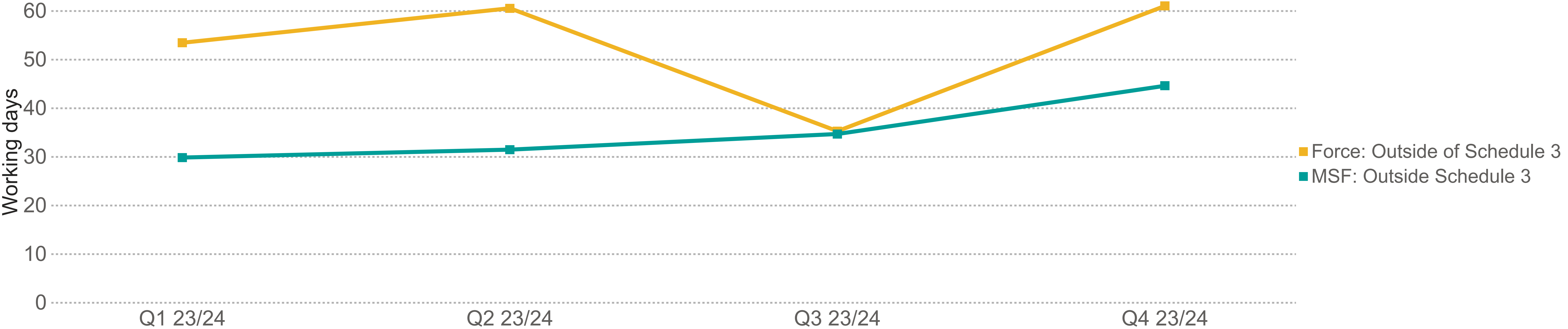
Force	SPLY	MSF Average	National
53	47	40	20

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally. Timeliness is calculated from the date the complaint was made.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.



Average number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

Average number of working days to finalise complaint cases

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	171	151	169	140
Under Schedule 3 (not inc suspension)	144	124	156	133

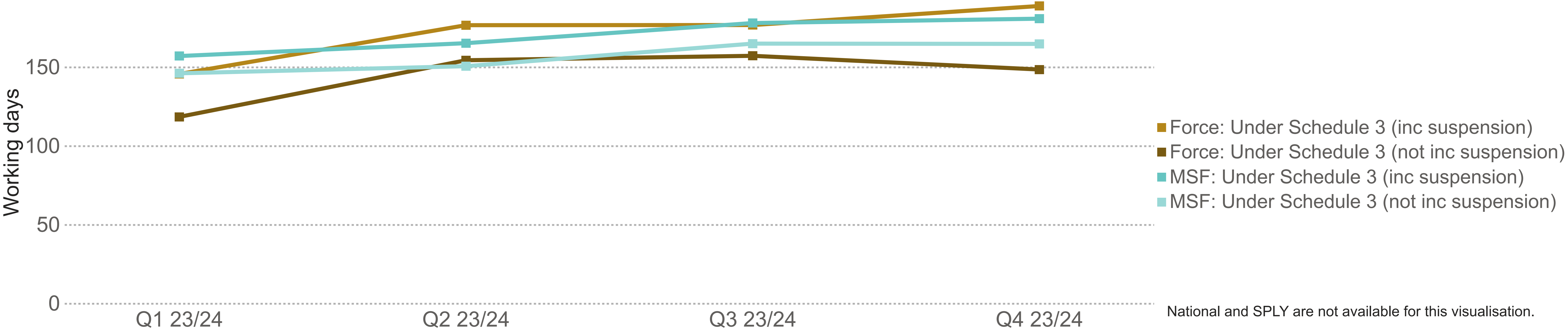
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Average number of working days to finalise complaint cases



Average number of working days to finalise complaint cases by quarter



Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	1	1 %	2	3 %	1	2 %	167	0 %
Learning from reflection	15	19 %	14	21 %	6	5 %	1346	3 %
Policy review	0	0 %	1	2 %	0	0 %	47	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	101	0 %
Apology	17	21 %	13	20 %	73	17 %	4826	10 %
Debrief	1	1 %	1	2 %	1	1 %	437	1 %
Explanation	43	53 %	43	65 %	220	54 %	29826	59 %
No further action	11	14 %	5	8 %	48	17 %	6964	14 %
Other action	5	6 %	9	14 %	58	6 %	5261	10 %

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Section D2.2: Allegation actions - on complaint cases handled under Schedule 3

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	30	9 %	20	6 %	15	4 %	648	2 %
Apology	51	15 %	46	13 %	34	10 %	1822	6 %
Debrief	17	5 %	8	2 %	5	1 %	378	1 %
Explanation	238	71 %	242	71 %	307	71 %	17815	57 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	3	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	28	0 %
No further action	61	18 %	62	18 %	77	19 %	9458	30 %
Other action	6	2 %	4	1 %	3	1 %	735	2 %
Learning from reflection	84	25 %	75	22 %	43	12 %	3404	11 %
Referral to RPRP	2	1 %	2	1 %	9	2 %	881	3 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	0	0 %	2	40 %	1	18 %	141	25 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	3	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	1 %	6	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	2 %	20	4 %
Referral to RPRP	0	0 %	2	40 %	1	36 %	165	29 %

Most Similar Force (MSF) Group: Devon And Cornwall, Lincolnshire, Norfolk, North Wales, North Yorkshire, Suffolk, West Mercia, Wiltshire

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).