

# Police Complaints Information Bulletin: North Wales

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

**Most Similar Force (MSF) Group: Devon And Cornwall, Norfolk, North Wales, North Yorkshire, Suffolk, Warwickshire, 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

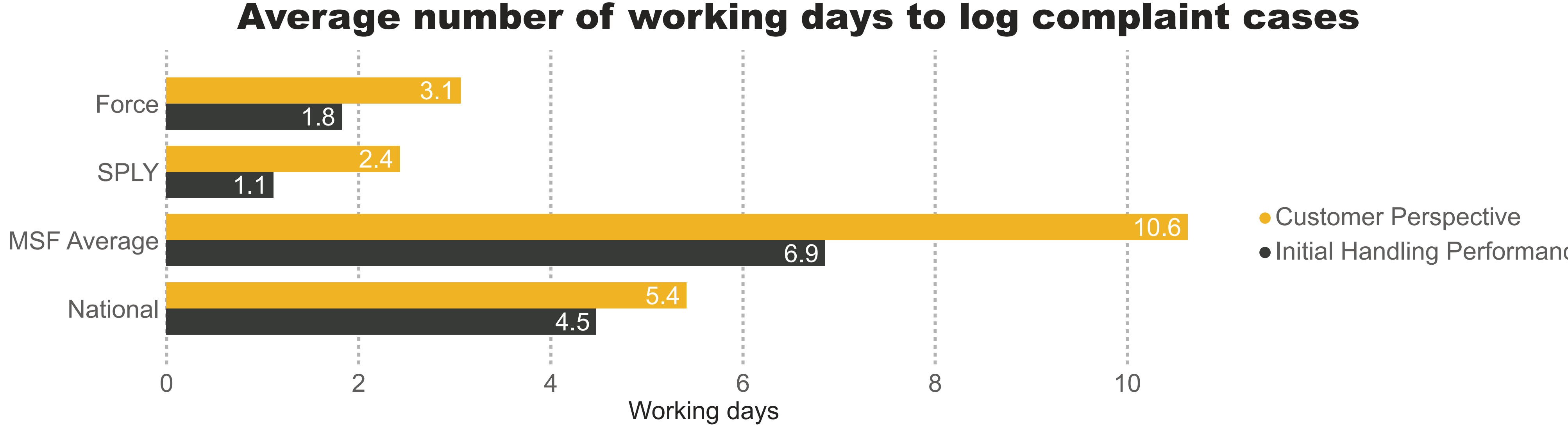
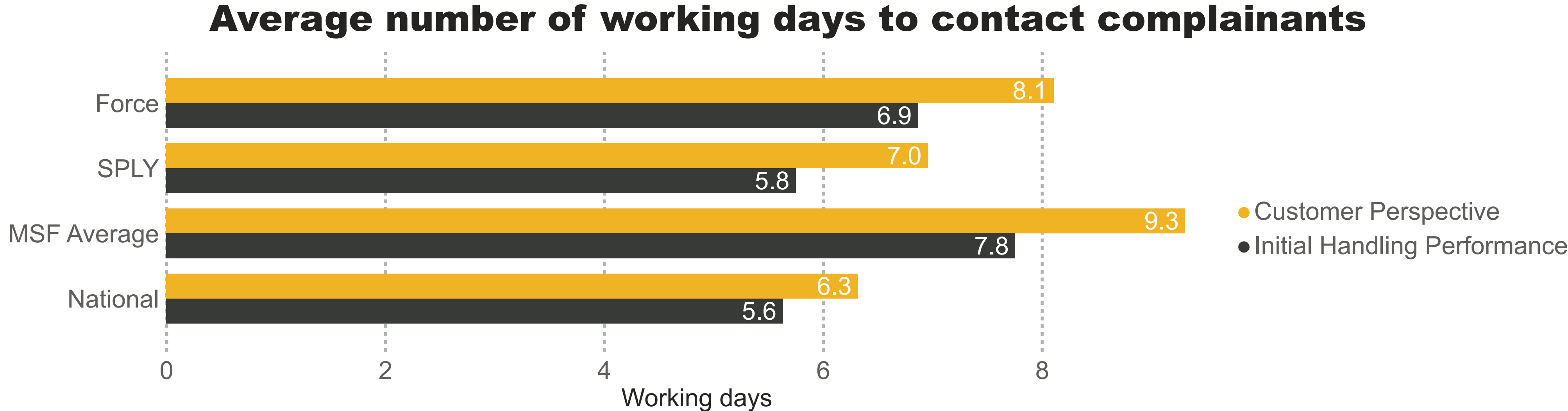
**Section A1.1: Complaint cases logged and initial handling**

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	7
SPLY	7	6
MSF Average	9	8
National	6	6

Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	3	2
SPLY	2	1
MSF Average	11	7
National	5	4



**Complaint cases logged**

	Force	SPLY	MSF Average	National
Complaint cases logged	599	491	911	85,458
Complaint cases logged per 1,000 employees	194	161	270	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	60	26 %	33	13 %	214	51 %	13,962	43 %
Complainant wishes the complaint be recorded	166	71 %	169	68 %	59	22 %	6,808	21 %
Dissatisfaction after initial handling	6	3 %	4	2 %	40	14 %	4,779	15 %
Nature of the allegation(s) in the complaint	2	1 %	42	17 %	44	13 %	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.

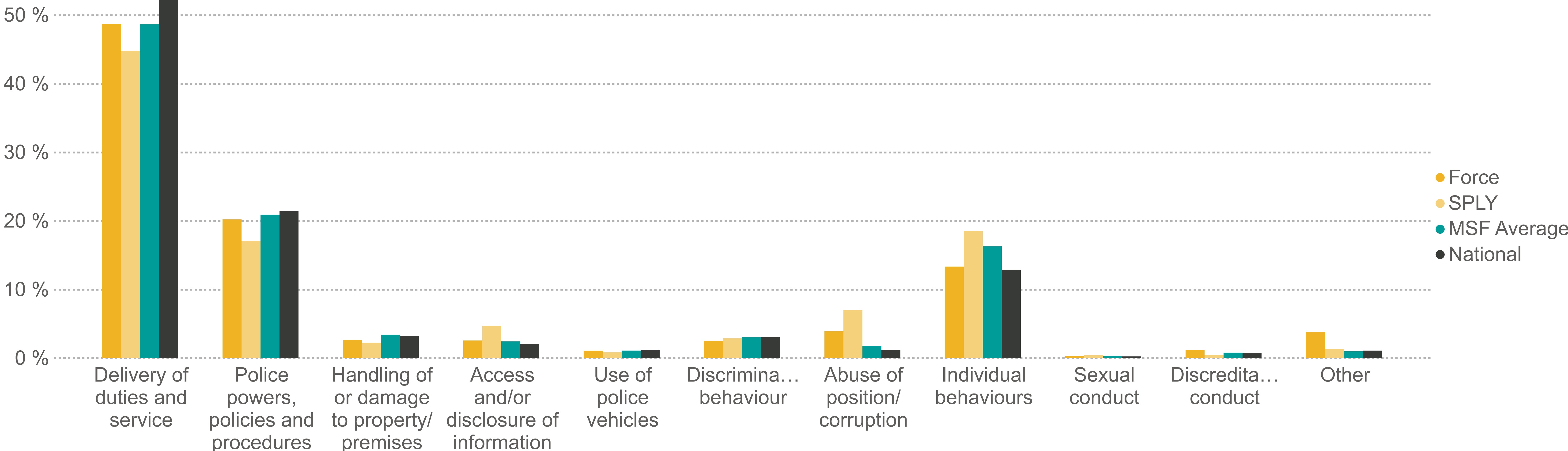
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

**Allegations logged**

	Force	SPLY	MSF Average	National
Allegations Logged	1,134	1,323	1,589	151,539
Allegations logged per 1,000 employees	368	435	461	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	552	229	30	29	12	28	44	151	3	13	43	1,134
SPLY	592	226	29	62	11	38	92	245	5	6	17	1,323
MSF Average	808	337	53	35	18	45	24	243	4	12	12	1,589
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	49 %	20 %	3 %	3 %	1 %	2 %	4 %	13 %	0 %	1 %	4 %	100 %
SPLY	45 %	17 %	2 %	5 %	1 %	3 %	7 %	19 %	0 %	0 %	1 %	100 %
MSF Average	49 %	21 %	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	<b>Total</b>	<b>552</b>	<b>49 %</b>	<b>592</b>	<b>45 %</b>	<b>808</b>	<b>49 %</b>	<b>80,538</b>	<b>53 %</b>	
	Police action following contact	369	67 %	433	73 %	364	49 %	33,905	42 %	
	Decisions	100	18 %	102	17 %	108	13 %	11,127	14 %	
	Information	62	11 %	46	8 %	106	15 %	8,484	11 %	
	General level of service	21	4 %	11	2 %	230	23 %	27,022	34 %	
Police powers, policies and procedures	<b>Total</b>	<b>229</b>	<b>20 %</b>	<b>226</b>	<b>17 %</b>	<b>337</b>	<b>21 %</b>	<b>32,402</b>	<b>21 %</b>	
	Use of force	64	28 %	78	35 %	82	27 %	8,552	26 %	
	Detention in police custody	39	17 %	50	22 %	51	16 %	4,406	14 %	
	Searches of premises and seizure of property	31	14 %	35	15 %	41	12 %	4,010	12 %	
	Evidential procedures	27	12 %	3	1 %	28	7 %	2,509	8 %	
	Power to arrest and detain	25	11 %	29	13 %	59	16 %	5,404	17 %	
	Bail, identification and interview procedures	15	7 %	16	7 %	20	6 %	1,694	5 %	
	Other policies and procedures	15	7 %	0	0 %	38	11 %	3,545	11 %	
	Stops, and stop and search	12	5 %	15	7 %	15	4 %	1,755	5 %	
	Out of court disposals	1	0 %	0	0 %	3	1 %	527	2 %	
	Individual behaviours	<b>Total</b>	<b>151</b>	<b>13 %</b>	<b>245</b>	<b>19 %</b>	<b>243</b>	<b>16 %</b>	<b>19,513</b>	<b>13 %</b>
		Unprofessional attitude and disrespect	46	30 %	50	20 %	60	24 %	5,604	29 %
		Impolite language / tone	34	23 %	67	27 %	48	20 %	5,035	26 %
Impolite and intolerant actions		31	21 %	50	20 %	35	15 %	2,751	14 %	
Lack of fairness and impartiality		20	13 %	52	21 %	40	17 %	2,613	13 %	
Overbearing or harassing behaviours		20	13 %	26	11 %	60	24 %	3,510	18 %	
Abuse of position/ corruption	<b>Total</b>	<b>44</b>	<b>4 %</b>	<b>92</b>	<b>7 %</b>	<b>24</b>	<b>2 %</b>	<b>1,838</b>	<b>1 %</b>	
	Obstruction of justice	36	82 %	62	67 %	15	48 %	792	43 %	
	Abuse of position for other purpose	5	11 %	12	13 %	6	23 %	497	27 %	
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	2	5 %	2	2 %	0	1 %	44	2 %	
	Abuse of position for sexual purpose	1	2 %	1	1 %	1	2 %	61	3 %	
	Abuse of position for financial purpose	0	0 %	0	0 %	0	1 %	59	3 %	
	Organisational corruption	0	0 %	15	16 %	2	11 %	385	21 %	
Other	<b>Total</b>	<b>43</b>	<b>4 %</b>	<b>17</b>	<b>1 %</b>	<b>12</b>	<b>1 %</b>	<b>1,600</b>	<b>1 %</b>	
	Other	43	100 %	17	100 %	12	88 %	1,600	98 %	

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	328	50	10	12	0	14	34	65	0	0	1	514
Arrest	9	72	9	1	2	2	1	14	2	0	0	112
Custody	2	52	0	1	0	0	0	6	1	0	0	62
None	12	4	0	4	2	2	1	4	0	10	23	62
Neighbourhood policing	37	3	1	2	1	0	0	9	0	0	0	53
VAWG - dissatisfaction handling	35	2	0	2	0	3	3	3	0	0	0	48
Call Handling	35	0	0	1	0	2	0	8	0	0	0	46
Roads/traffic	11	5	0	0	6	2	0	10	0	1	1	36
Child protection / CSA / CSE	23	2	0	2	0	0	2	5	0	0	0	34
Domestic / gender abuse	24	3	0	0	0	1	1	3	0	1	0	33
Mental health	15	9	1	1	0	0	0	7	0	0	0	33
Premises search	5	15	8	1	1	0	0	0	0	0	0	30
Stop and/or search	2	9	1	0	0	2	0	8	0	0	0	22
Hate Crime	12	1	0	0	0	3	1	3	0	0	0	20
Missing persons	10	1	0	0	0	0	0	3	0	0	0	14
Death	5	1	0	0	0	0	0	3	0	0	0	9
Public order incident	4	2	0	0	0	0	0	2	0	0	0	8
Fraud	4	0	0	1	0	0	0	0	0	0	0	5
Social media	2	0	0	0	0	0	1	0	0	0	0	3
VAWG - police perpetrated	1	0	0	1	0	0	0	0	0	1	0	3
VAWG - police victim	0	0	0	0	0	0	2	0	0	0	0	2
Coronavirus - police powers on restricti	0	0	0	0	0	0	0	0	0	1	0	1
Covert policing	0	0	0	0	0	0	0	1	0	0	0	1
Drugs / alcohol	1	0	0	0	0	0	0	0	0	0	0	1
Firearms	1	0	0	0	0	0	0	0	0	0	0	1
Unknown	0	0	0	0	0	0	0	0	0	1	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**

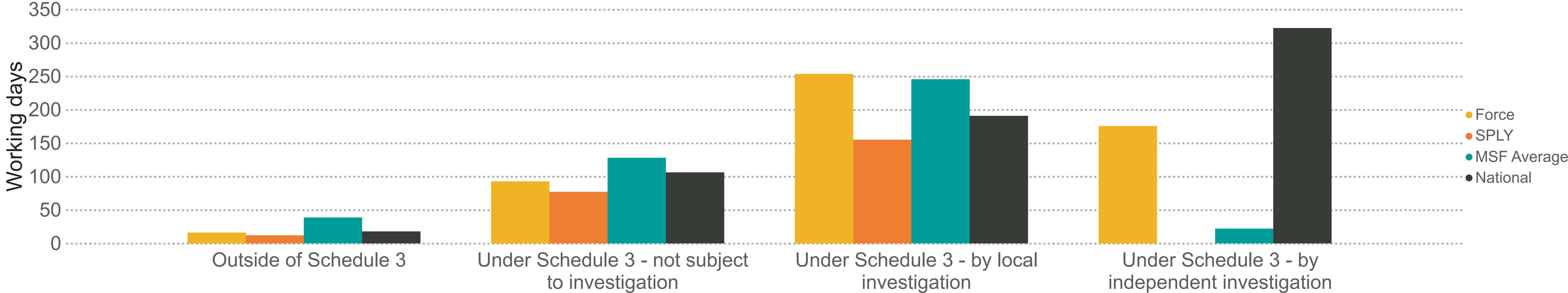
Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	16	12	39	18
Under Schedule 3 - not subject to investigation	93	77	128	106
Under Schedule 3 - by local investigation	253	155	246	191
Under Schedule 3 - by directed investigation	0	0	0	520
Under Schedule 3 - by independent investigation	175	0	22	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.

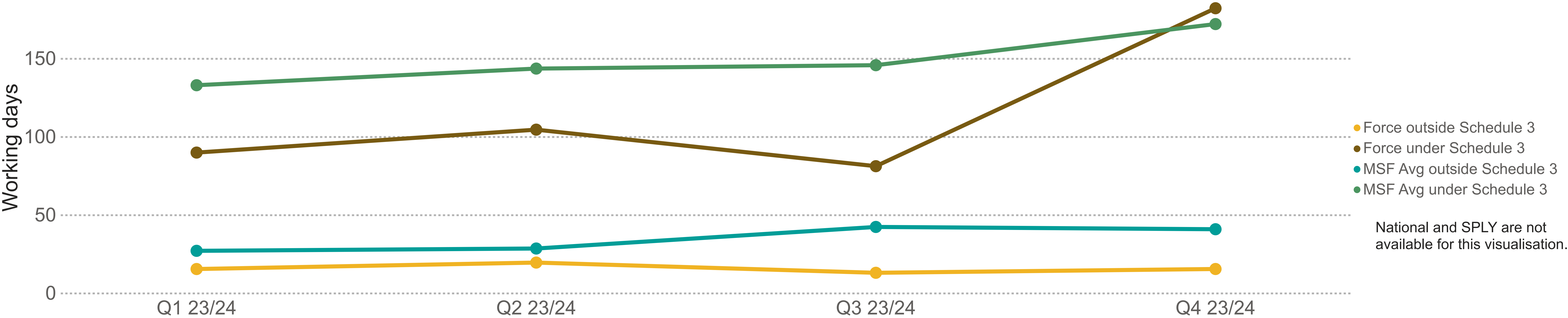
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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**



National and SPLY are not available for this visualisation.



**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)	68	5 %	112	10 %	16,901	12 %
Under Schedule 3 investigated (subject to special procedures)	30	2 %	17	1 %	1,959	1 %
Under Schedule 3 - not investigated	1,006	68 %	723	53 %	63,632	45 %
Outside of Schedule 3	365	25 %	558	36 %	60,166	42 %
<b>Total</b>	<b>1,469</b>	<b>100 %</b>	<b>1410</b>	<b>100 %</b>	<b>142,658</b>	<b>100 %</b>

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					14	1 %	5,116	8 %			9	0 %	4	6 %	703	4 %
Regulation 41 applies							162	0 %			5	0 %			181	1 %
Service provided - unable to determine					71	7 %	5,111	8 %	2	7 %	59	3 %	1	1 %	1,462	9 %
Service provided - not acceptable			1	0 %	142	14 %	8,389	13 %	3	10 %	86	4 %	15	22 %	2,014	12 %
Service provided - acceptable			1	0 %	773	77 %	42,794	67 %	7	23 %	443	23 %	48	71 %	12,054	71 %
Not Resolved	27	7 %	4,102	7 %												
Resolved	338	93 %	56,062	93 %												
No Case to Answer									9	30 %	818	42 %				
Case to Answer									9	30 %	500	26 %				
Withdrawal					6	1 %	2,060	3 %			39	2 %			486	3 %
<b>Total</b>	<b>365</b>	<b>25 %</b>	<b>60,166</b>	<b>42 %</b>	<b>1006</b>	<b>68 %</b>	<b>63,632</b>	<b>45 %</b>	<b>30</b>	<b>2 %</b>	<b>1,959</b>	<b>1 %</b>	<b>68</b>	<b>5 %</b>	<b>16,900</b>	<b>12 %</b>

**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.

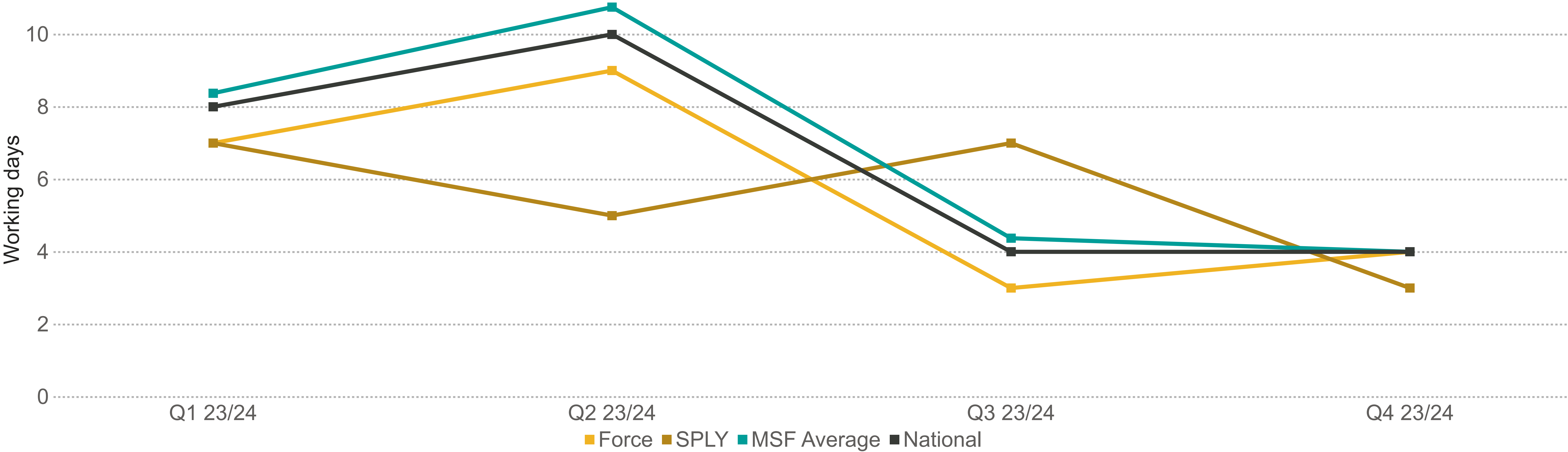
Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	5	7	1	1	0	0	2	2	0	0	0	18
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	22	13	4	4	1	0	2	26	1	1	0	74
Service provided - not acceptable	105	26	4	5	0	4	2	14	0	0	0	160
Service provided - acceptable	282	225	23	34	7	40	56	147	3	10	1	828
Not Resolved	10	2	1	0	1	0	0	3	0	0	10	27
Resolved	248	24	9	7	7	2	2	20	0	2	17	338
No Case to Answer	0	1	0	0	0	0	0	8	0	0	0	9
Case to Answer	0	4	0	1	0	0	0	4	0	0	0	9
Withdrawal	2	2	1	0	0	0	1	0	0	0	0	6



**Section B: Referrals**

	Force	SPLY	MSF Average	National
Number referrals received	35	43	99	6,942
Number referrals completed	35	44	98	6,866
Decision: Independent Investigation	3	3	6	417
Decision: Directed Investigation	0	1	1	35
Decision: Local Investigation	18	23	59	4,419
Decision: Return to Force	14	15	31	1,870
Decision: Invalid	0	2	3	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.

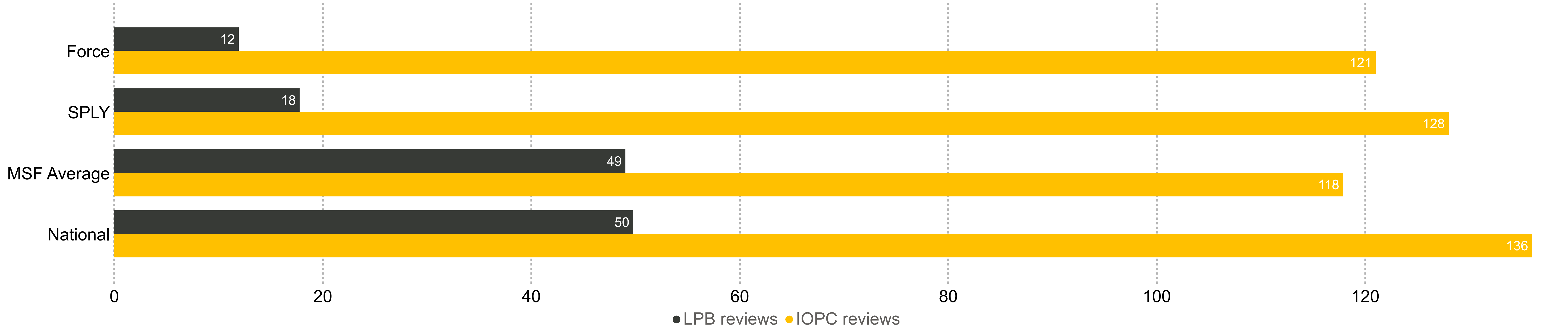
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

**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	279	71	25 %	0	32	5	34
SPLY	221	55	25 %	1	25	2	27
MSF Average	337	85	26 %	4	55	9	19
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	12	18	49	50
Average number of working days to complete IOPC reviews	121	128	118	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.

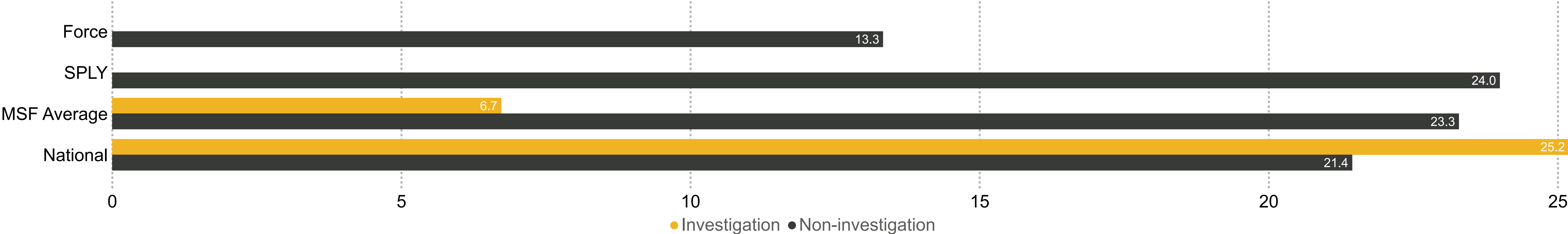


**Section C3: Decisions on LPB reviews**

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**

Force	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	0		0	30	4	13
SPLY	1		0	25	6	24
MSF Average			7			23
National	393	99	25	3,712	796	21



**LPB reviews resulting in recommendations**

Force	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	4	4	100
SPLY			0	6	6	100
MSF Average			13			86
National	99	97	98	796	685	86

**Section C4: Decisions on IOPC reviews**

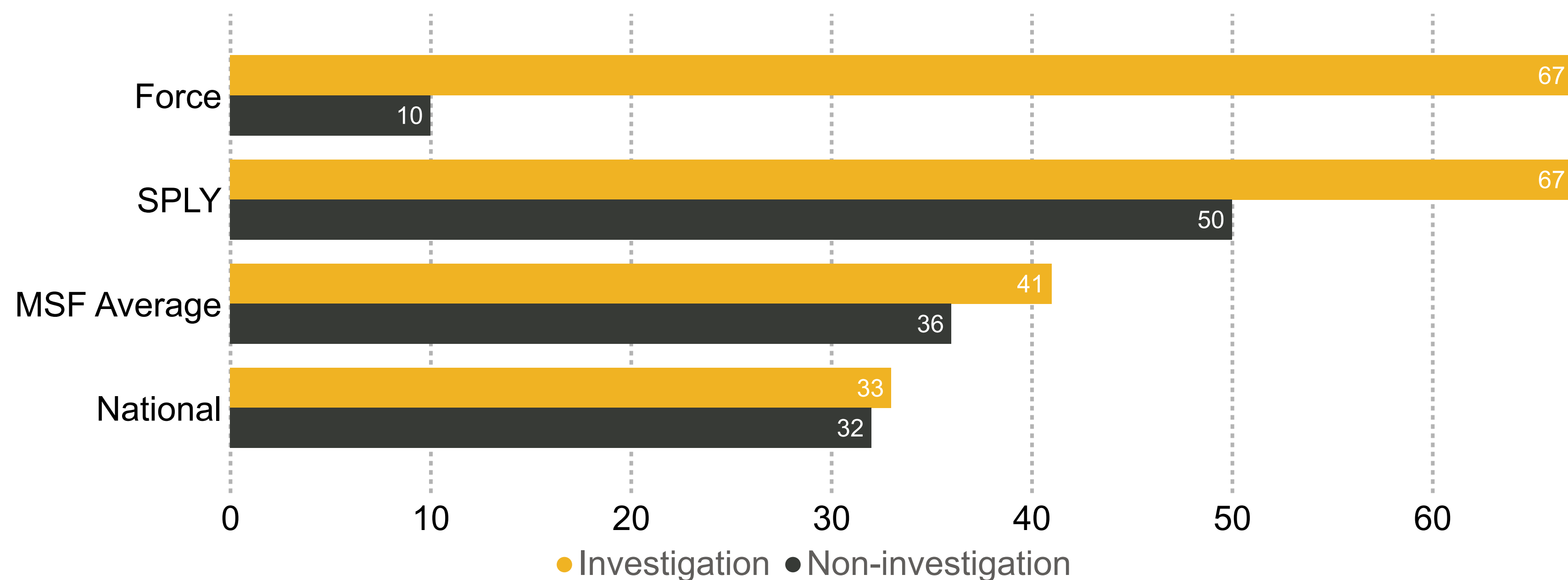
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

**IOPC reviews found not reasonable and proportionate**

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	3	2
SPLY	3	2
MSF Average	6	3
National	864	289

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	30	3
SPLY	24	12
MSF Average	22	7
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	0	1	50
SPLY	2	0	1	50
National	289	23	172	60

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	3	1	33
SPLY	12	11	92
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**

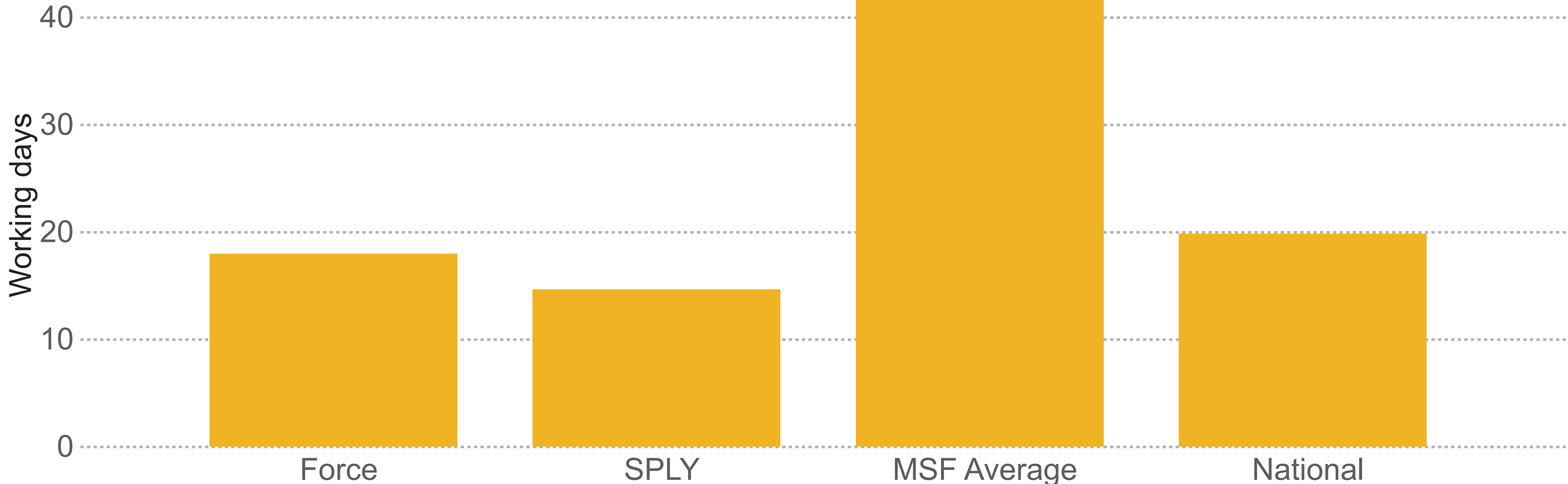
**Average number of working days to finalise complaint cases**

Force	SPLY	MSF Average	National
18	15	42	20

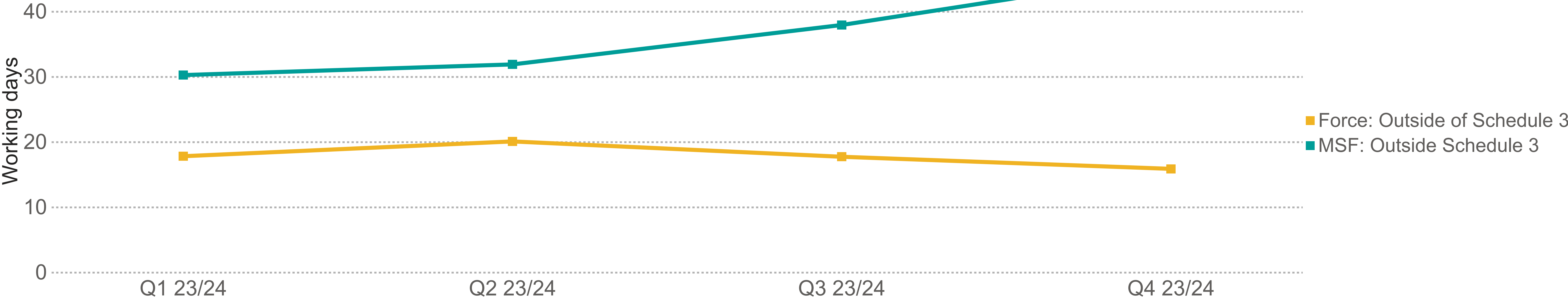
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally. Timeliness is calculated from the date the complaint was made.

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**



**Average number of working days to finalise complaint cases by quarter**



National and SPLY are not available for this visualisation.

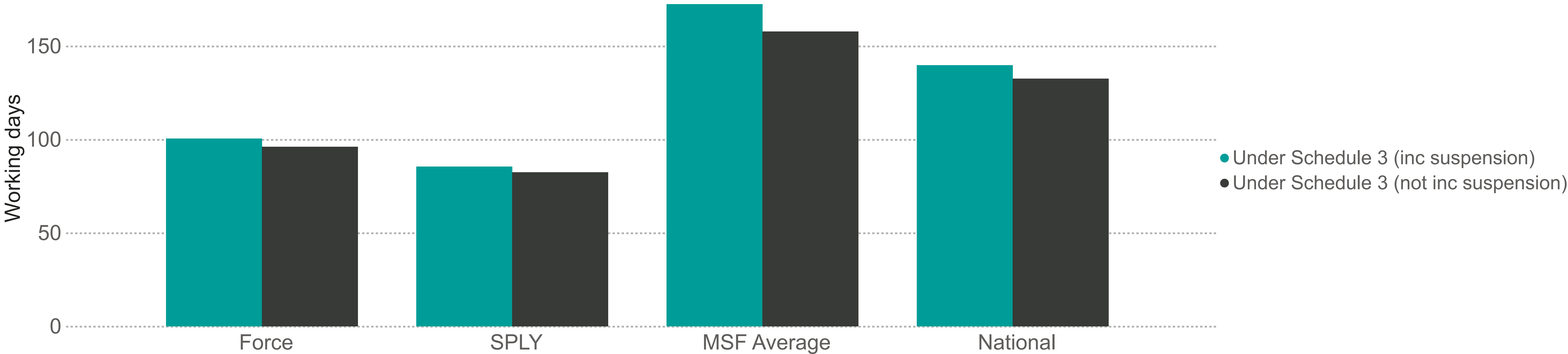
**Section D1.2: Complaint cases finalised under Schedule 3 - timeliness**

**Average number of working days to finalise complaint cases**

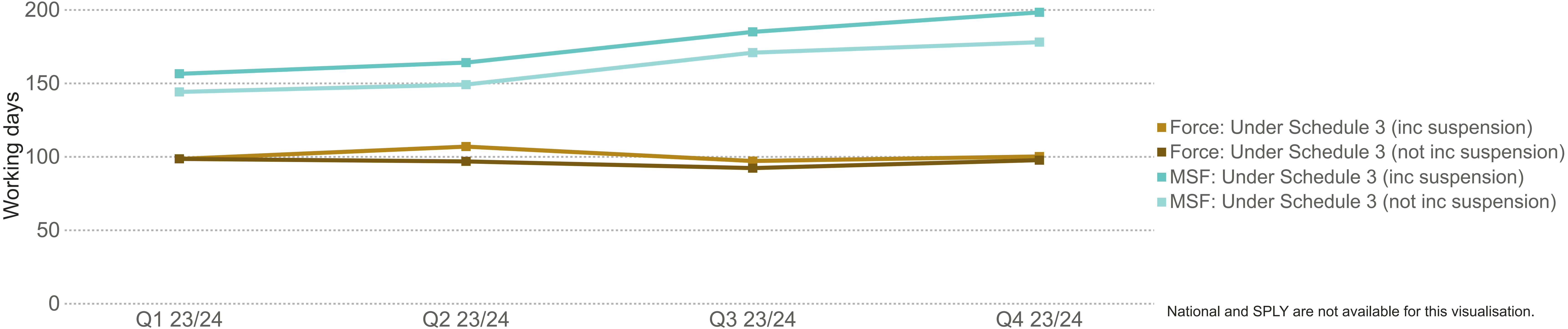
	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	101	86	172	140
Under Schedule 3 (not inc suspension)	96	82	158	133

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	0 %	0	0 %	1	2 %	167	0 %
Learning from reflection	10	3 %	7	3 %	6	5 %	1346	3 %
Policy review	1	0 %	0	0 %	0	0 %	47	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	101	0 %
Apology	36	10 %	15	6 %	78	17 %	4826	10 %
Debrief	5	1 %	0	0 %	2	1 %	437	1 %
Explanation	245	67 %	157	67 %	243	54 %	29826	59 %
No further action	52	14 %	45	19 %	50	17 %	6964	14 %
Other action	13	4 %	11	5 %	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	37	13 %	16	7 %	12	5 %	648	2 %
Apology	15	5 %	10	5 %	30	10 %	1822	6 %
Debrief	0	0 %	0	0 %	4	2 %	378	1 %
Explanation	173	62 %	37	17 %	229	67 %	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	76	27 %	154	70 %	70	20 %	9458	30 %
Other action	3	1 %	0	0 %	3	1 %	735	2 %
Learning from reflection	72	26 %	64	29 %	36	12 %	3404	11 %
Referral to RPRP	7	3 %	5	2 %	10	3 %	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	1	33 %	2	50 %	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	0 %	20	4 %
Referral to RPRP	0	0 %	1	25 %	1	32 %	165	29 %



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

## Notes

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### 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 \(February 2020\)](#).