

Police Complaints Information Bulletin: Thames Valley

Reporting Period: 01 April 2024 - 30 June 2024 (Q1 2024/25)

Most Similar Force (MSF) Group: Avon And Somerset, Cambridgeshire, Essex, Hampshire, Hertfordshire, Leicestershire, Sussex, Thames Valley

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).

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

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Acronyms used in this bulletin

YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

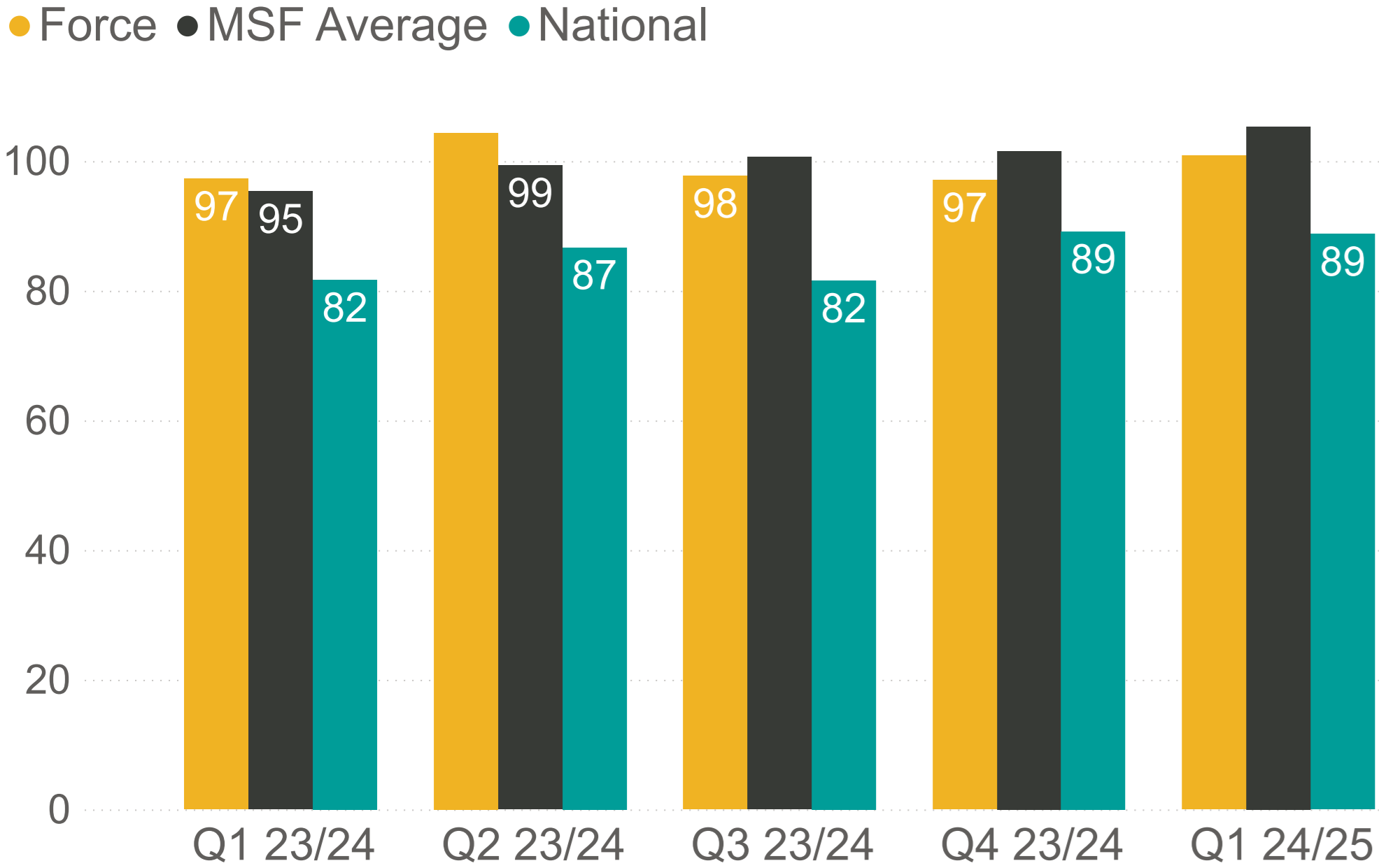
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

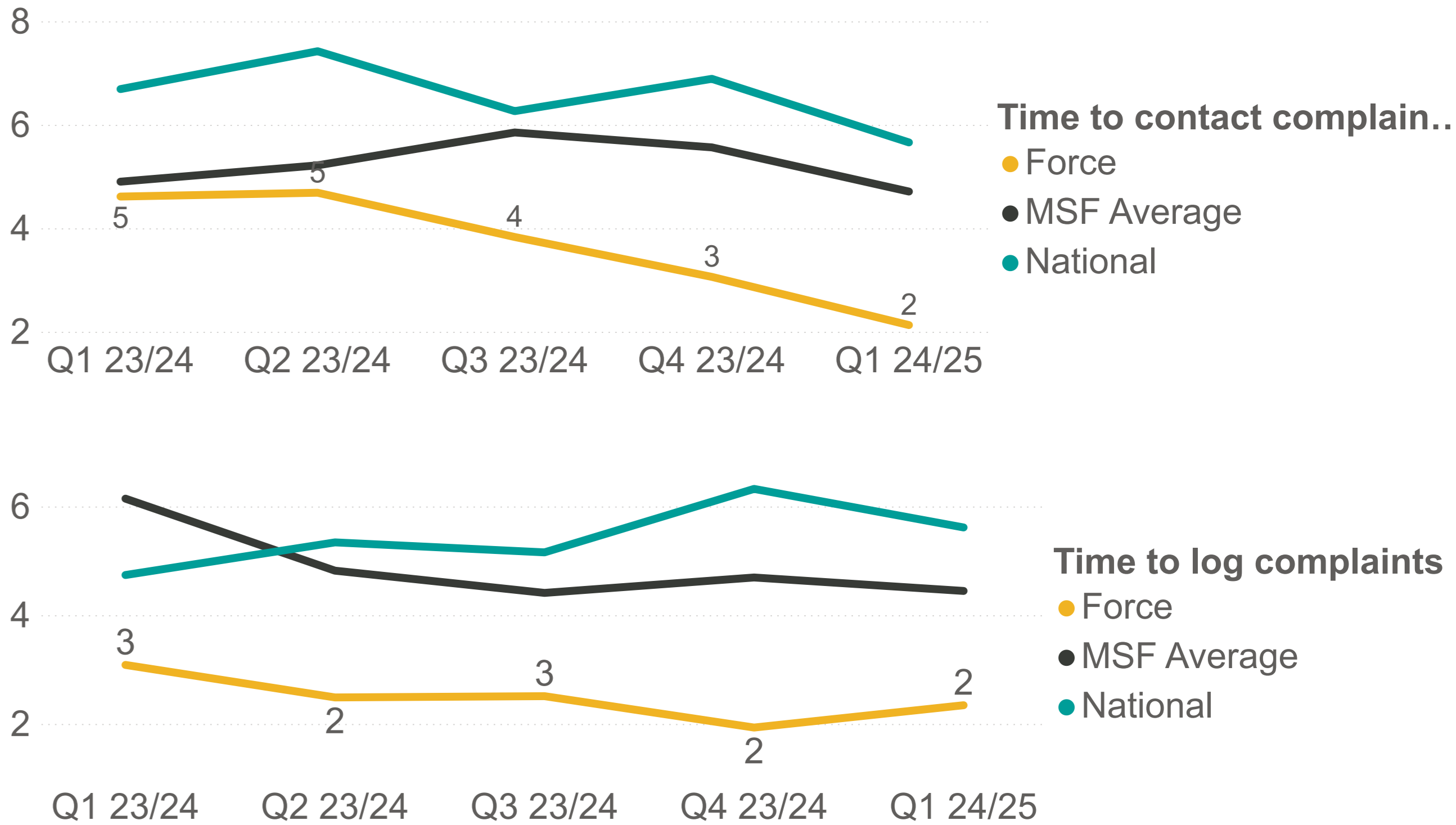
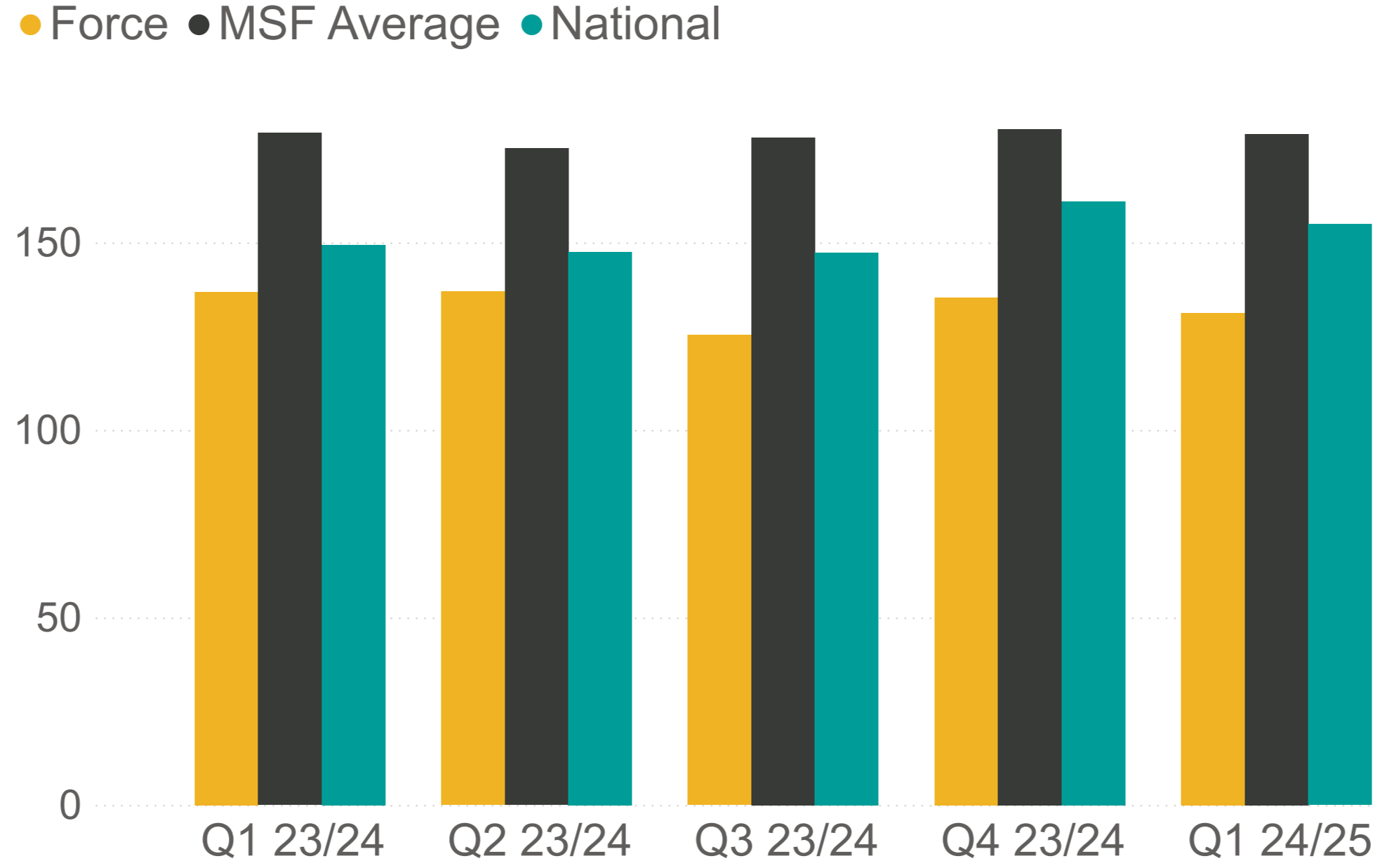
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective. Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	955	101	1,243	131	2	2
SPLY	896	97	1,260	137	5	3
MSF Average	623	105	1,043	179	5	4
National	22,622	89	39,473	155	6	6

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons, the figures in the above charts are the force averages only

Section A1.2: Reason for complaints to be logged under Schedule 3

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see here:

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	223	60	146	3,426
Complainant wishes the complaint be recorded	34	271	24	1,294
Dissatisfaction after initial handling	40	60	28	1,062
Nature of the allegation(s) in the complaint	9	15	48	1,571
Total	306	406	246	7,353

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	73 %	15 %	50 %	47 %
Complainant wishes the complaint be recorded	11 %	67 %	10 %	18 %
Dissatisfaction after initial handling	13 %	15 %	18 %	14 %
Nature of the allegation(s) in the complaint	3 %	4 %	23 %	21 %

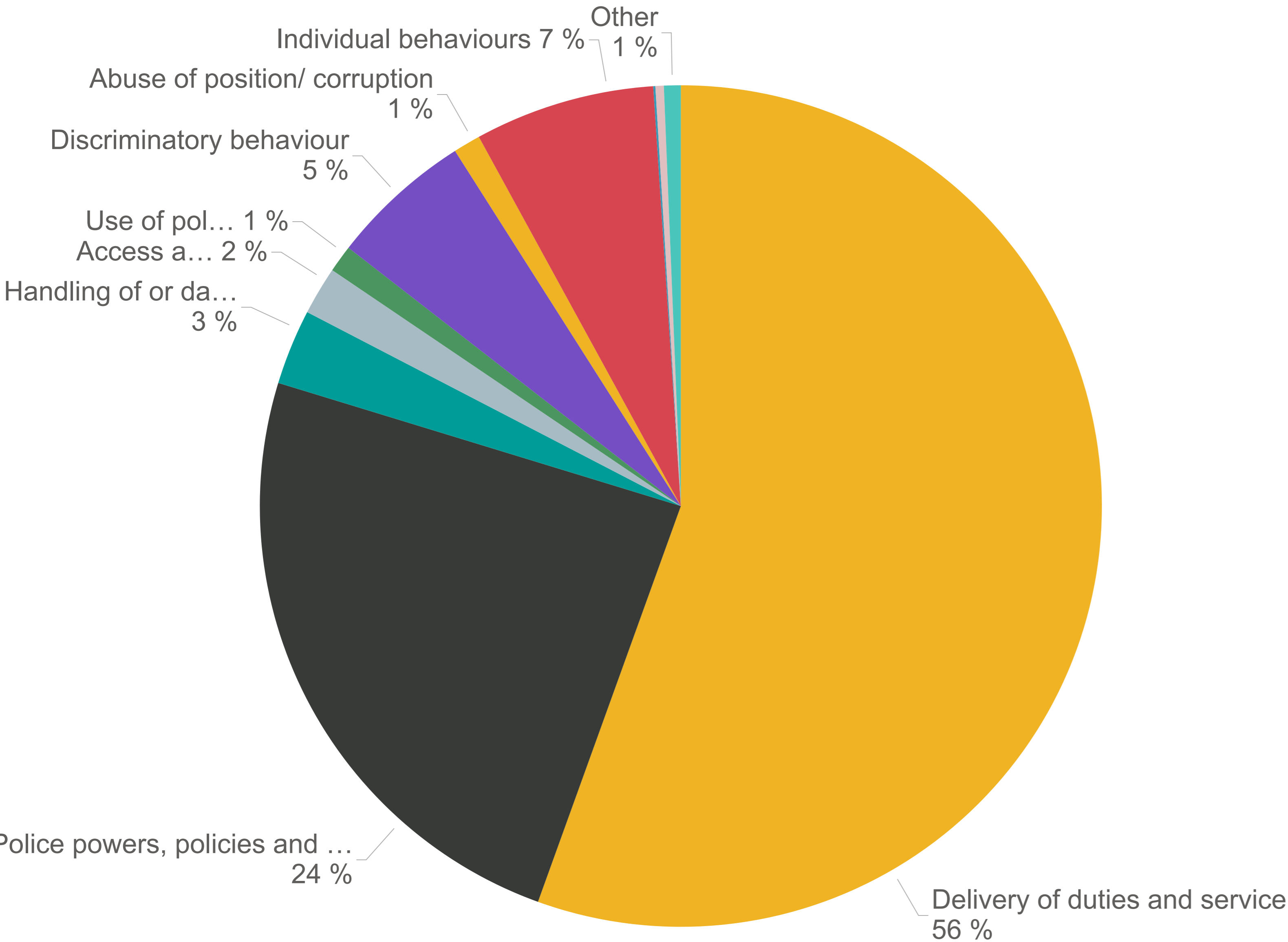
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, 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.

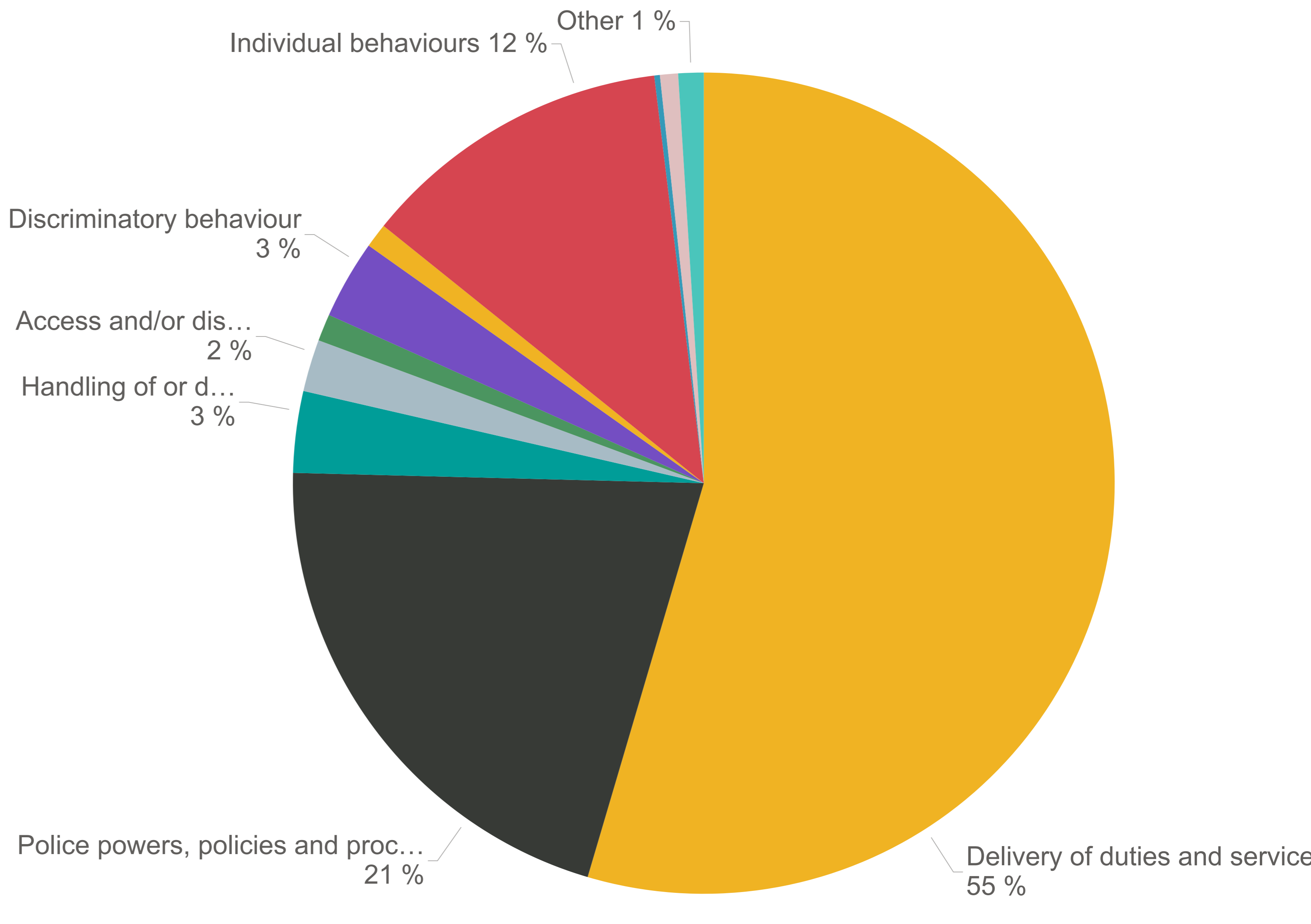
What has been complained about (YTD)

Year to date	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	690	301	36	23	13	68	13	86	1	4	8	1,243
SPLY	772	228	45	31	16	23	12	113	2	2	16	1,260
MSF Average	552	217	37	18	12	41	10	143	2	5	7	1,043
National	21,535	8,225	1,265	809	419	1,225	378	4,853	87	280	393	39,469

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	690	56 %	771	61 %	552	52 %	21,534	55 %	
	General level of service	407	59 %	369	48 %	129	20 %	7,280	34 %	
	Police action following contact	141	20 %	270	35 %	250	47 %	8,745	41 %	
	Decisions	93	13 %	97	13 %	89	17 %	3,041	14 %	
	Information	49	7 %	35	5 %	84	16 %	2,468	11 %	
Police powers, policies and procedures	Total	301	24 %	228	18 %	216	21 %	8,223	21 %	
	Other policies and procedures	70	23 %	51	22 %	26	11 %	800	10 %	
	Use of force	63	21 %	62	27 %	48	22 %	2,145	26 %	
	Power to arrest and detain	40	13 %	38	17 %	40	19 %	1,454	18 %	
	Evidential procedures	36	12 %	20	9 %	19	8 %	638	8 %	
	Searches of premises and seizure of property	35	12 %	11	5 %	27	12 %	1,035	13 %	
	Bail, identification and interview procedures	25	8 %	15	7 %	14	6 %	485	6 %	
	Detention in police custody	15	5 %	12	5 %	28	15 %	1,145	14 %	
	Stops, and stop and search	12	4 %	16	7 %	9	4 %	386	5 %	
	Out of court disposals	5	2 %	3	1 %	5	2 %	135	2 %	
	Individual behaviours	Total	86	7 %	113	9 %	143	14 %	4,853	12 %
		Unprofessional attitude and disrespect	33	38 %	40	35 %	36	27 %	1,338	28 %
		Overbearing or harassing behaviours	20	23 %	20	18 %	33	23 %	912	19 %
Lack of fairness and impartiality		15	17 %	16	14 %	25	16 %	686	14 %	
Impolite language / tone		10	12 %	22	19 %	33	24 %	1,190	25 %	
Impolite and intolerant actions		8	9 %	15	13 %	15	11 %	727	15 %	
Discriminatory behaviour	Total	68	5 %	23	2 %	41	4 %	1,225	3 %	
	Race	36	53 %	14	61 %	20	48 %	549	45 %	
	Sex	13	19 %	2	9 %	8	20 %	211	17 %	
	Disability	10	15 %	1	4 %	7	16 %	224	18 %	
	Other	7	10 %	4	17 %	3	8 %	134	11 %	
	Sexual orientation	2	3 %	0	0 %	2	4 %	44	4 %	
	Age	0	0 %	1	4 %	1	2 %	18	1 %	
	Gender reassignment	0	0 %	0	0 %	0	0 %	15	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	0	0 %	
Religion or belief	0	0 %	1	4 %	1	1 %	28	2 %		
Handling of or damage to property/ premises	Total	36	3 %	45	4 %	35	3 %	1,236	3 %	
	Handling of or damage to property/ premises	36	100 %	45	100 %	35	85 %	1,235	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, 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 A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	469	38 %	445	35 %	388	37 %	14,194	36 %
None	169	14 %	281	22 %	189	18 %	7,961	20 %
Arrest	107	9 %	125	10 %	114	11 %	4,881	12 %
Roads/traffic	104	8 %	94	7 %	70	6 %	2,358	6 %
Domestic / gender abuse	80	6 %	58	5 %	54	6 %	2,010	5 %
Neighbourhood policing	76	6 %	53	4 %	55	5 %	1,815	5 %
VAWG - dissatisfaction handling	53	4 %	12	1 %	41	4 %	1,405	4 %
Call Handling	46	4 %	61	5 %	50	5 %	1,621	4 %
Custody	44	4 %	36	3 %	51	5 %	2,207	6 %
Mental health	38	3 %	21	2 %	29	3 %	1,083	3 %
Premises search	17	1 %	20	2 %	20	2 %	941	2 %
Public order incident	16	1 %	9	1 %	8	1 %	296	1 %
Stop and/or search	13	1 %	21	2 %	14	1 %	804	2 %
Missing persons	11	1 %	3	0 %	9	1 %	255	1 %
Death	8	1 %	3	0 %	6	1 %	351	1 %
Drugs / alcohol	8	1 %	6	0 %	8	1 %	442	1 %
Child protection / CSA / CSE	7	1 %	13	1 %	16	2 %	687	2 %
Fraud	6	0 %	5	0 %	4	0 %	249	1 %
Hate Crime	5	0 %	4	0 %	7	1 %	252	1 %
Firearms	4	0 %	5	0 %	6	1 %	196	0 %
VAWG - police perpetrated	2	0 %	3	0 %	5	0 %	304	1 %
Restraint equipment	1	0 %	3	0 %	8	1 %	365	1 %
Social media	1	0 %	4	0 %	4	0 %	170	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	0	0 %	18	0 %
Police dogs or horses	0	0 %	0	0 %	0	0 %	16	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	0	0 %
Serious injury	0	0 %	2	0 %	1	0 %	93	0 %
Taser	0	0 %	1	0 %	1	0 %	43	0 %
Unknown	0	0 %	0	0 %	0	0 %	8	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	8	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	9	0 %
VAWG - police victim	0	0 %	0	0 %	0	0 %	61	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

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 and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - police perpetrated	0	1	0	0	0
VAWG - dissatisfaction handling	37	5	0	3	6
Stop and/or search	4	8	0	1	0
Roads/traffic	52	21	4	4	9
Restraint equipment	0	1	0	0	0
Public order incident	7	7	0	2	0
Premises search	2	13	1	1	0
None	90	27	8	6	20
Neighbourhood policing	48	9	1	7	8
Missing persons	3	5	0	0	2
Mental health	16	12	1	3	5
Investigation	333	72	17	16	21
Hate Crime	1	1	0	3	0
Fraud	4	1	0	1	0
Firearms	2	1	0	0	1
Drugs / alcohol	5	1	0	0	1
Domestic / gender abuse	55	12	2	8	0
Death	7	1	0	0	0
Custody	14	22	0	1	5
Child protection / CSA / CSE	6	1	0	0	0
Call Handling	32	4	0	2	6
Arrest	9	80	2	10	4
Total	684	299	36	67	85

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

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.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
Q1 23/24	12	3	0	15
Q2 23/24	16	0	1	17
Q3 23/24	46	1	0	47
Q4 23/24	79	4	0	83
Q1 24/25	53	2	0	55
Total	206	10	1	217

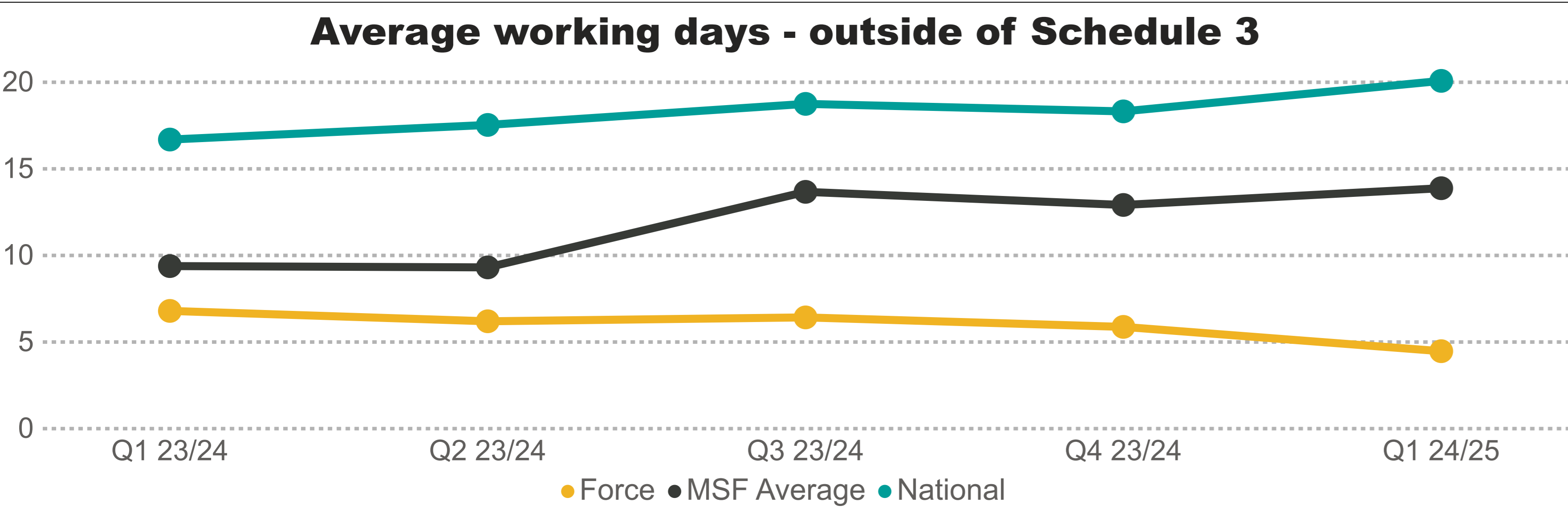
Section A2: Allegations timeliness

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.

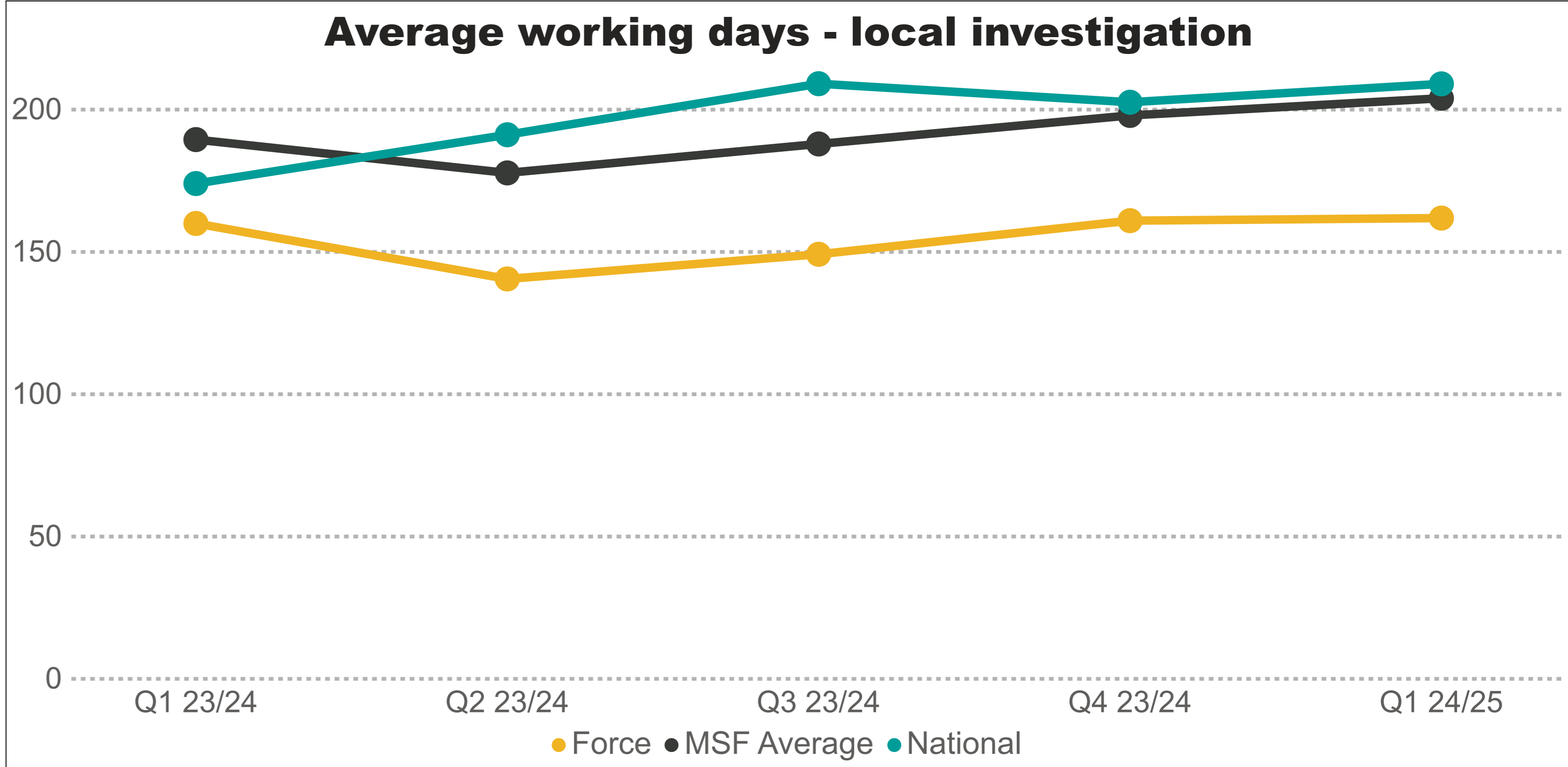
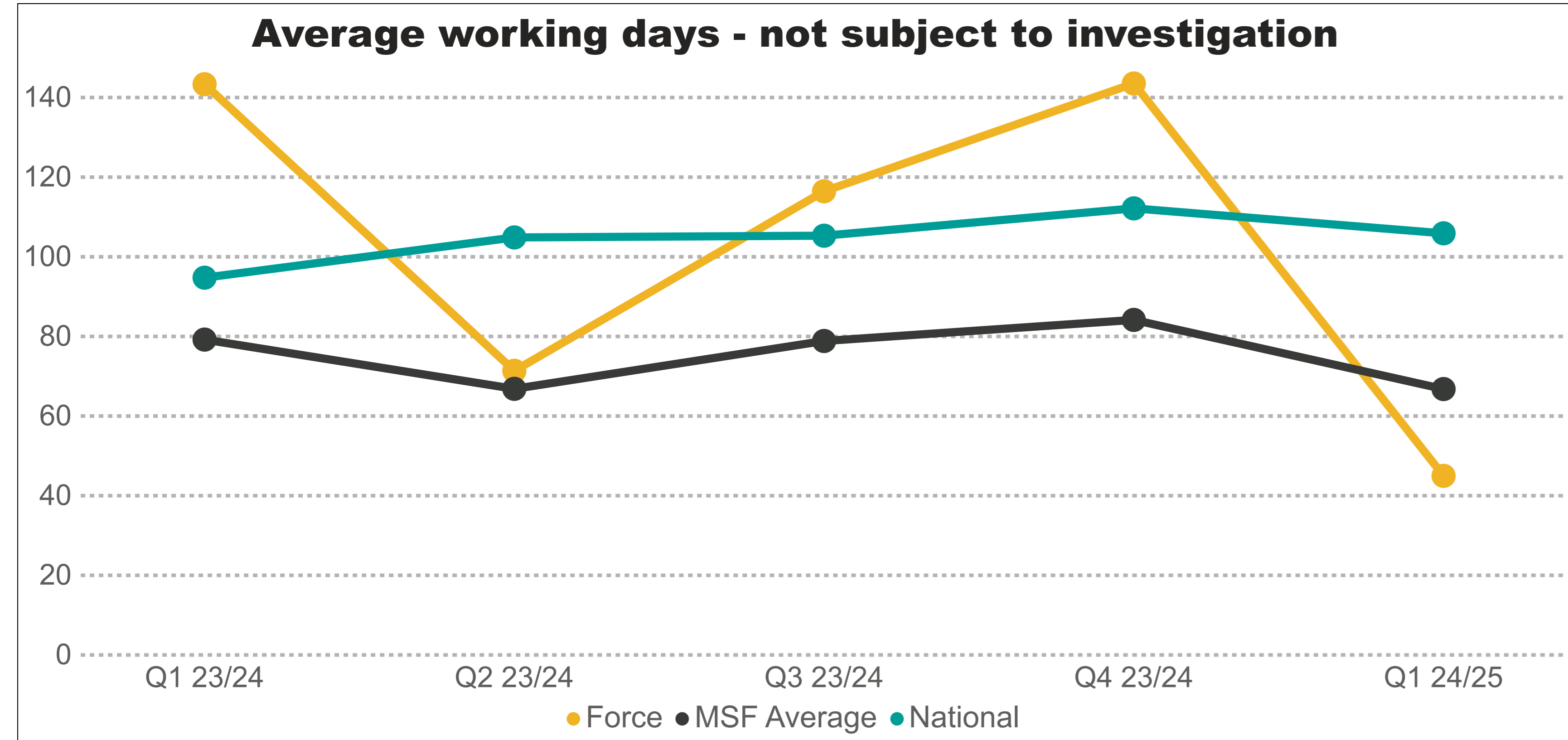
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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.

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	527	4	23	45	612	162	0	0
SPLY	512	7	35	143	934	160	0	0
MSF Average	407	14	397	67	133	204	0	36
National	16,487	20	17,104	105	4,492	208	23	360



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	12	619

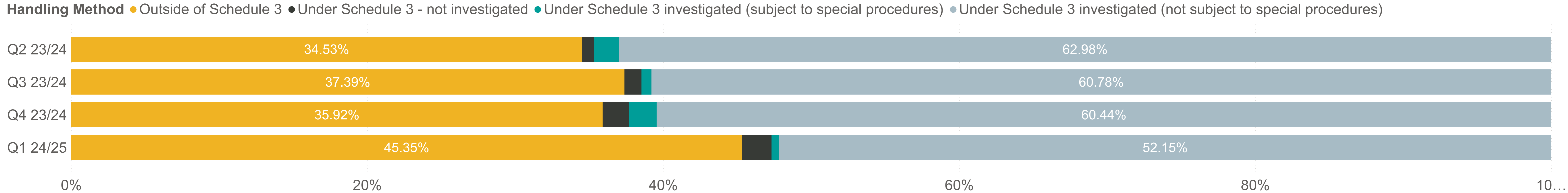


Section A3.1: How allegations were handled and their decisions

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 (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	606	52 %	128	13 %	4,102	11 %
Under Schedule 3 investigated (subject to special procedures)	6	1 %	5	1 %	425	1 %
Under Schedule 3 - not investigated	23	2 %	397	42 %	17,104	45 %
Outside of Schedule 3	527	45 %	407	45 %	16,487	43 %
Total	1,162	100 %	937	100 %	38,118	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	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 %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action				0 %			1,340	4 %			4	0 %	11	2 %	124	0 %
Regulation 41 applies				0 %			31	0 %			1	0 %	5	1 %	45	0 %
Service provided - unable to determine				0 %	1	4 %	1,503	4 %			4	0 %	34	6 %	381	1 %
Service provided - not acceptable				0 %	3	13 %	2,230	6 %	1	17 %	14	0 %	85	14 %	471	1 %
Service provided - acceptable				0 %	17	74 %	11,528	30 %	2	33 %	44	0 %	459	76 %	2,928	8 %
Not Resolved	16	3 %	930	2 %				0 %				0 %				0 %
Resolved	511	97 %	15,557	41 %				0 %				0 %				0 %
No Case to Answer				0 %				0 %	2	33 %	255	1 %				0 %
Case to Answer				0 %				0 %	1	17 %	90	0 %				0 %
Withdrawal				0 %	2	9 %	471	1 %			13	0 %	12	2 %	153	0 %
Total	527	45 %	16,487	43 %	23	2 %	17,103	45 %	6	1 %	425	1 %	606	52 %	4,102	11 %

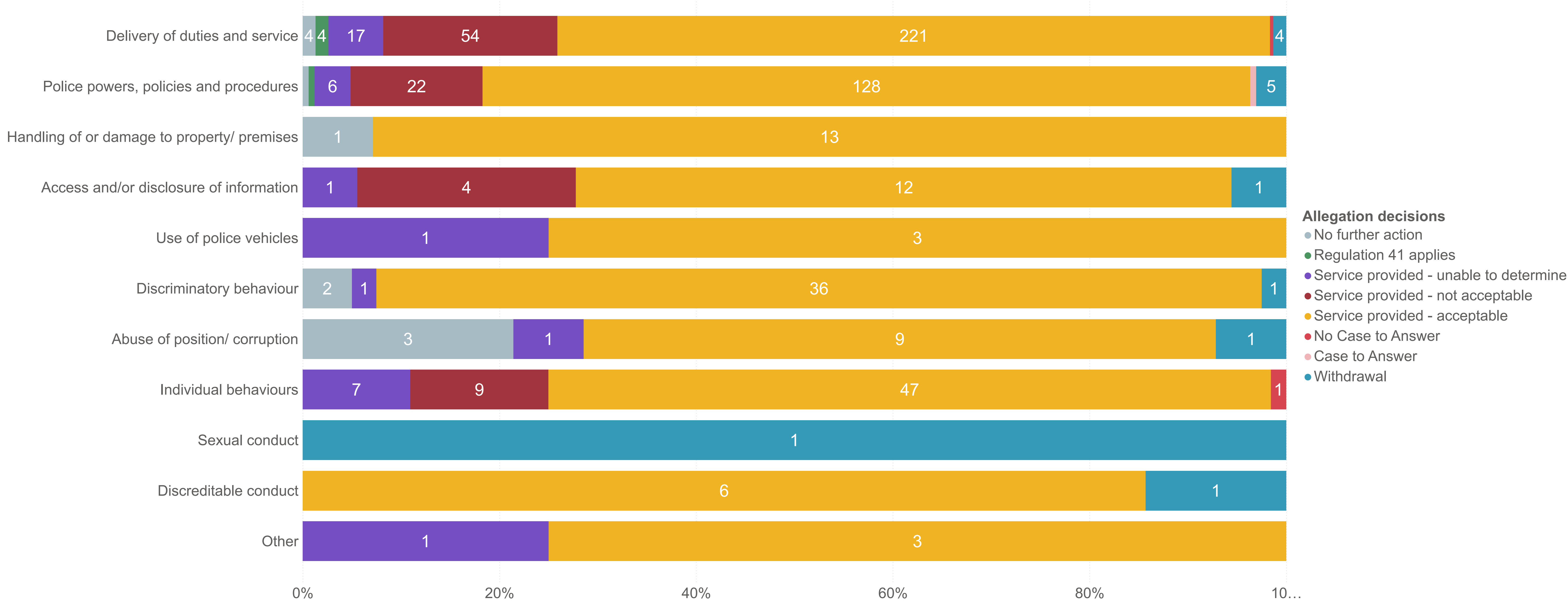
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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.

Outside Schedule 3 allegation decisions

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
Resolved	374	71	26	2	10	0	0	23	0	1	4	511
Not Resolved	14	2	0	0	0	0	0	0	0	0	0	16

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

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.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	0	0 %	2	1 %	69	0 %
Learning from reflection	2	0 %	3	1 %	12	5 %	460	3 %
Policy review	1	0 %	1	0 %	1	0 %	16	0 %
Goodwill gesture	1	0 %	0	0 %	1	0 %	16	0 %
Apology	110	21 %	127	25 %	39	9 %	1,689	10 %
Debrief	9	2 %	5	1 %	4	1 %	155	1 %
Explanation	284	54 %	288	57 %	276	65 %	10,008	61 %
No further action	34	6 %	48	9 %	40	10 %	1,776	11 %
Other action	86	16 %	37	7 %	26	6 %	1,954	12 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

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

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	24	4 %	24	2 %	7	1 %	202	1 %
Apology	37	6 %	40	4 %	16	3 %	744	3 %
Debrief	0	0 %	1	0 %	0	0 %	513	2 %
Explanation	405	64 %	466	48 %	281	57 %	13,366	62 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	9	1 %	0	0 %	5	0 %
No further action	99	16 %	297	31 %	174	29 %	4,931	23 %
Other action	1	0 %	6	1 %	10	1 %	168	1 %
Learning from reflection	40	6 %	74	8 %	32	5 %	1,178	5 %
Referral to RPRP	28	4 %	29	3 %	10	2 %	327	2 %

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

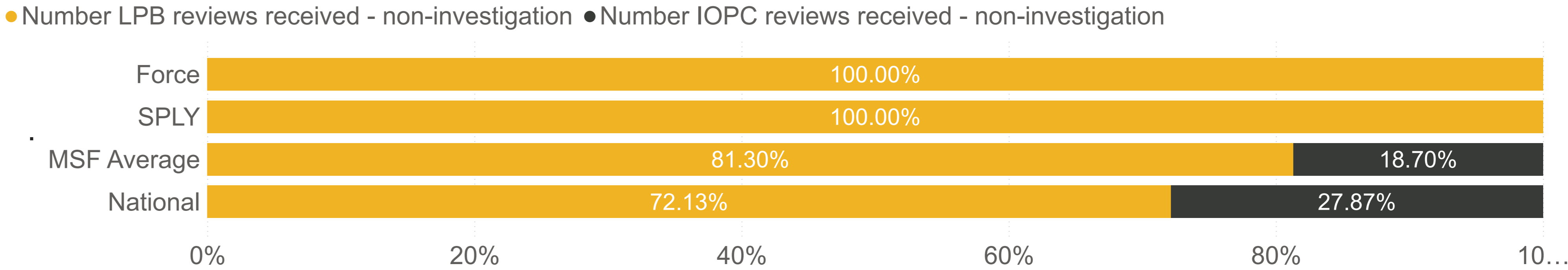
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	12	40 %	0	0 %	39	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	3 %	45	11 %
Referral to RPRP	0	0 %	0	0 %	3	31 %	81	19 %

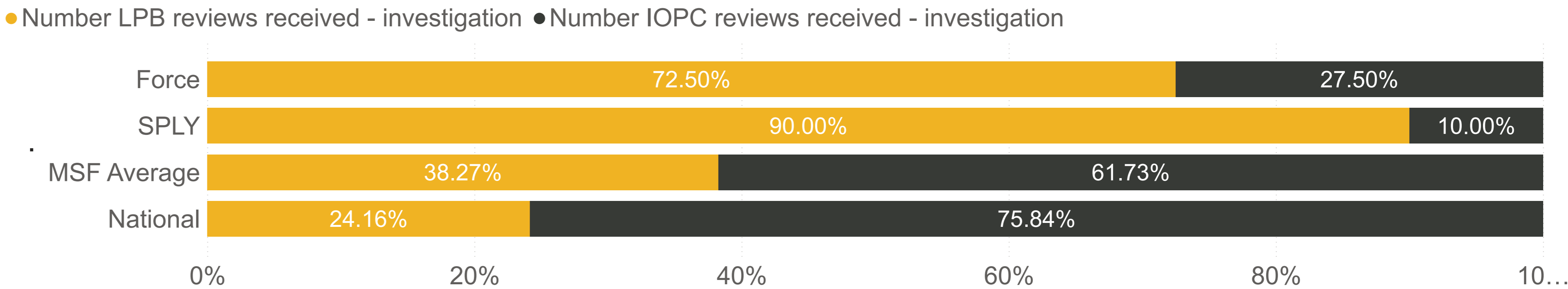
Section C1: Reviews received and timeliness (Year to date)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	2	0
SPLY	4	0
MSF Average	23	5
National	893	345



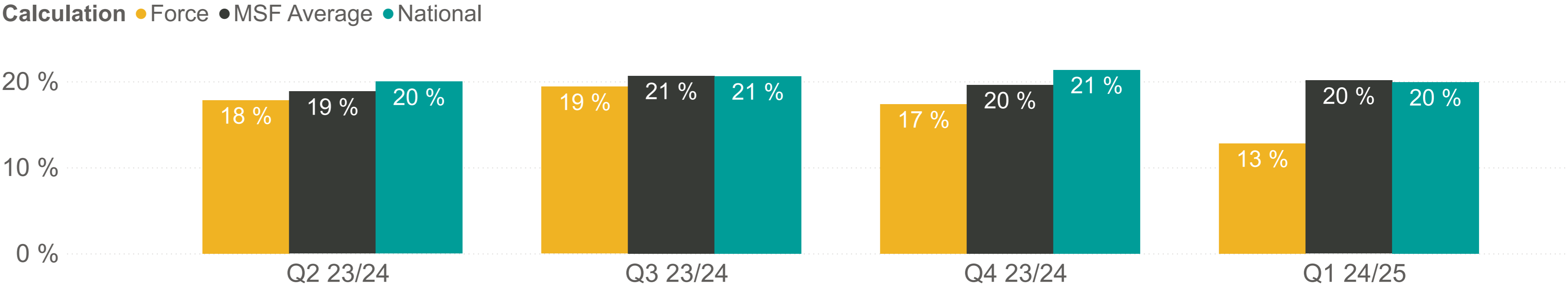
Investigation reviews received	LPB	IOPC
Force	29	11
SPLY	45	5
MSF Average	4	6
National	79	248



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	42	328
SPLY	54	346
MSF Average	39	215
National	1,565	7,851

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	50	31	54	55
Average number of working days to complete IOPC reviews	130	232	139	141

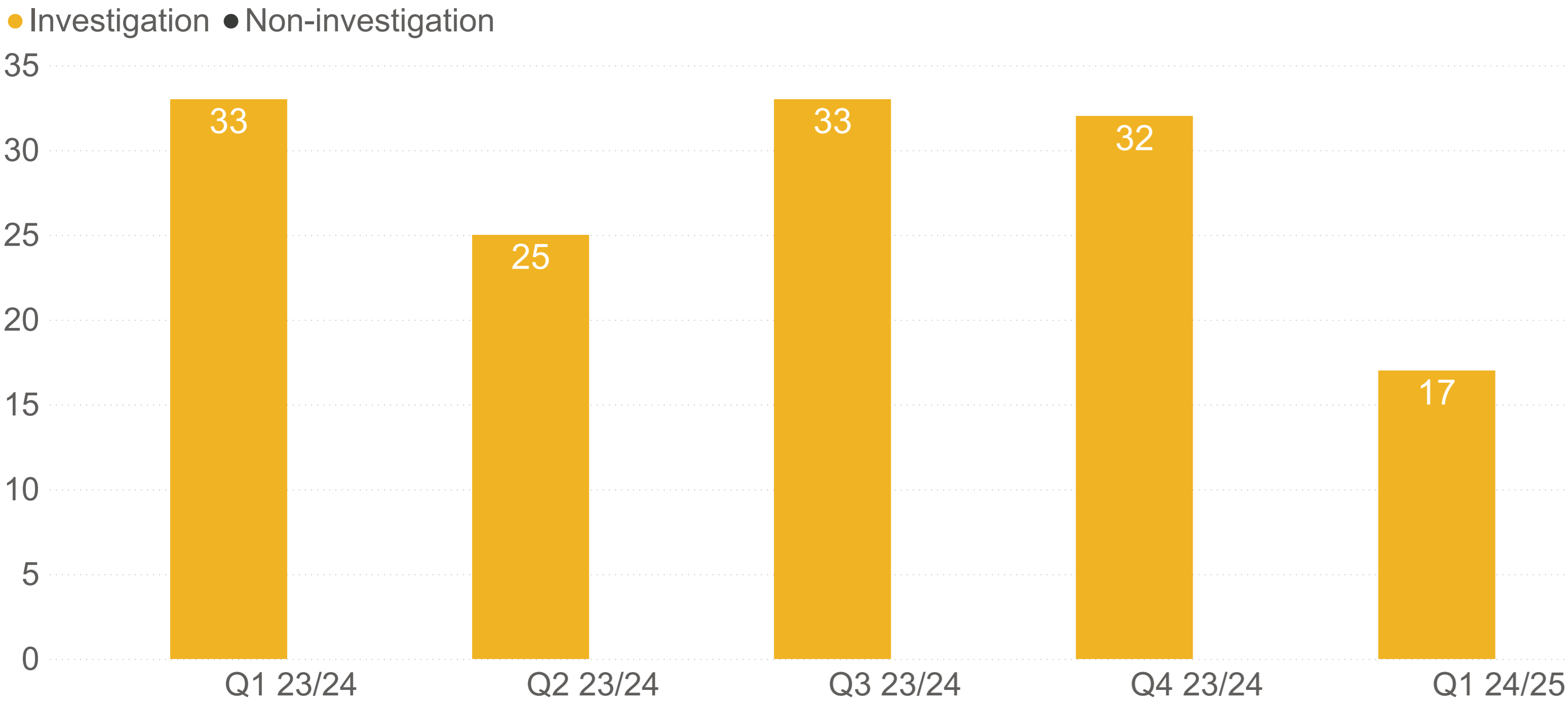
Section C2: Outcomes on reviews

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. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

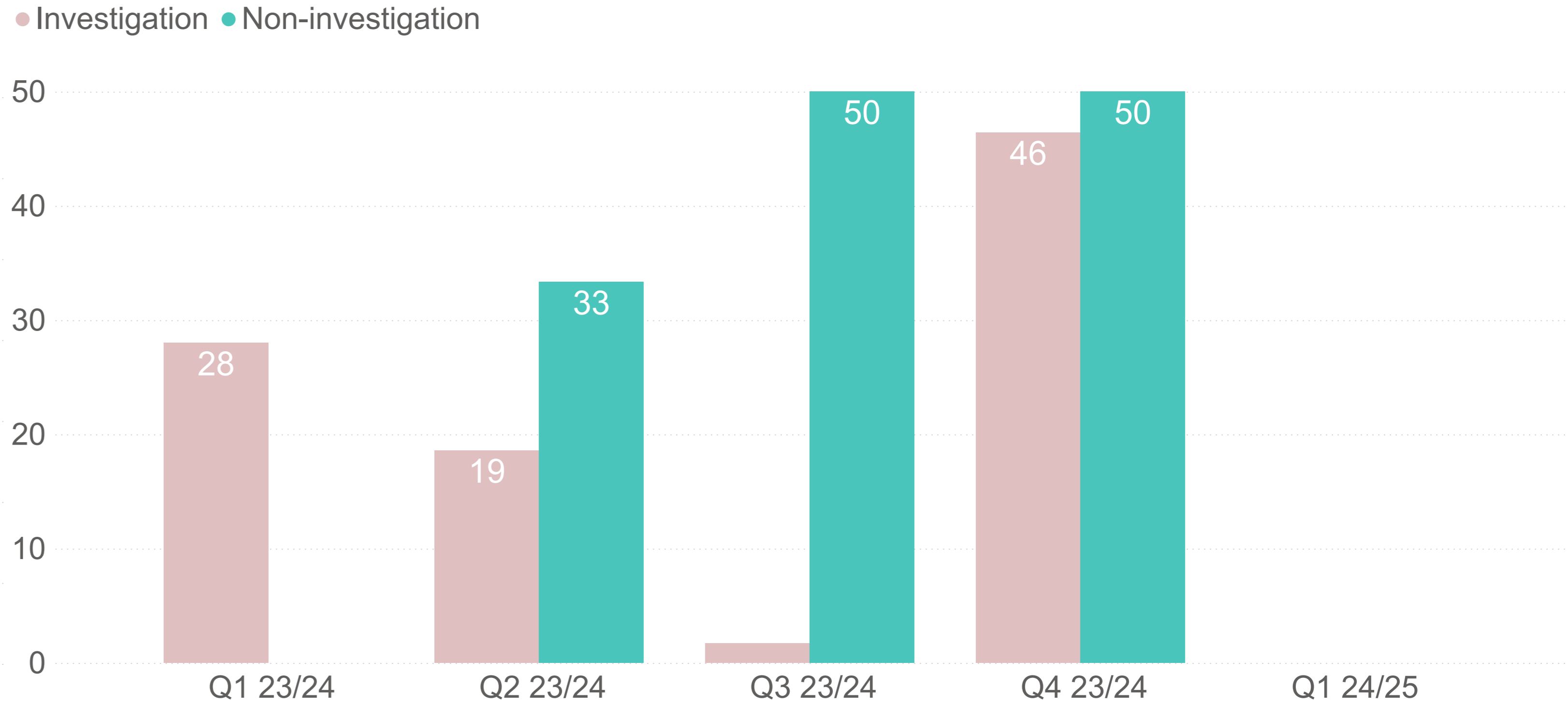
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	12	2	28	
SPLY	3	1	50	14
MSF Average	6	2	4	
National	221	68	67	9

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	0	0	0	
SPLY	0	0	1	
MSF Average	4	1	21	3
National	225	79	849	156

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



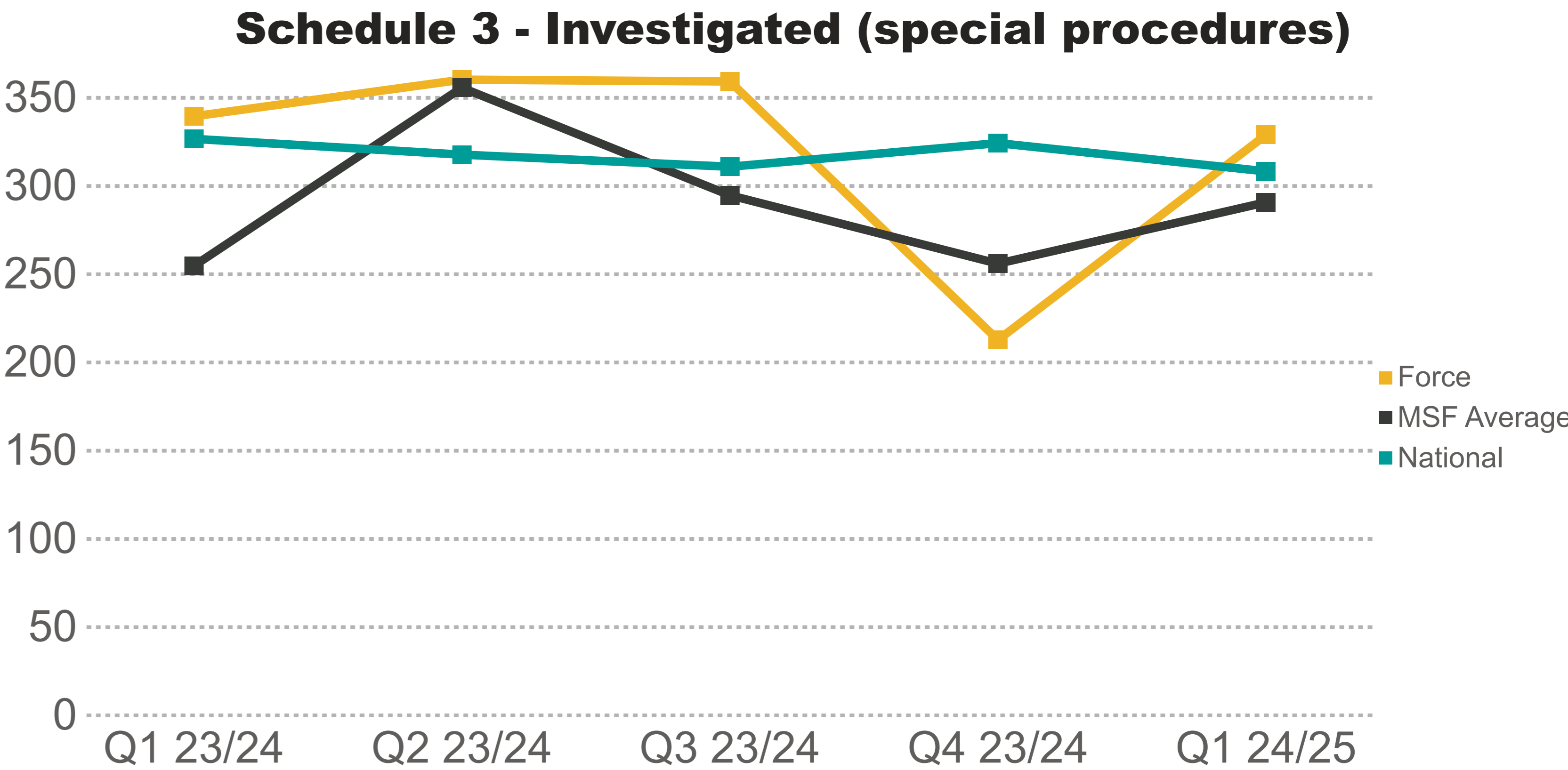
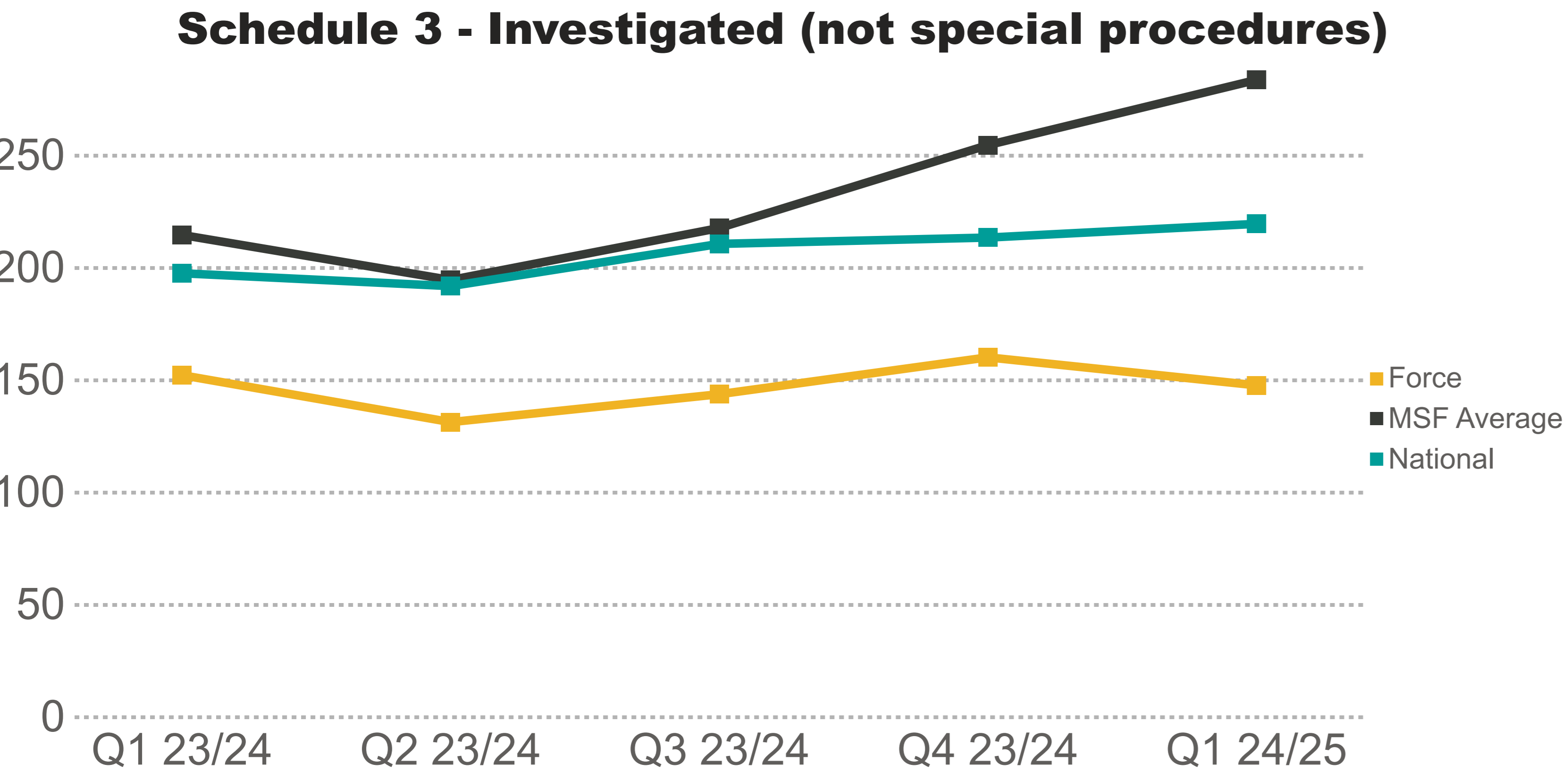
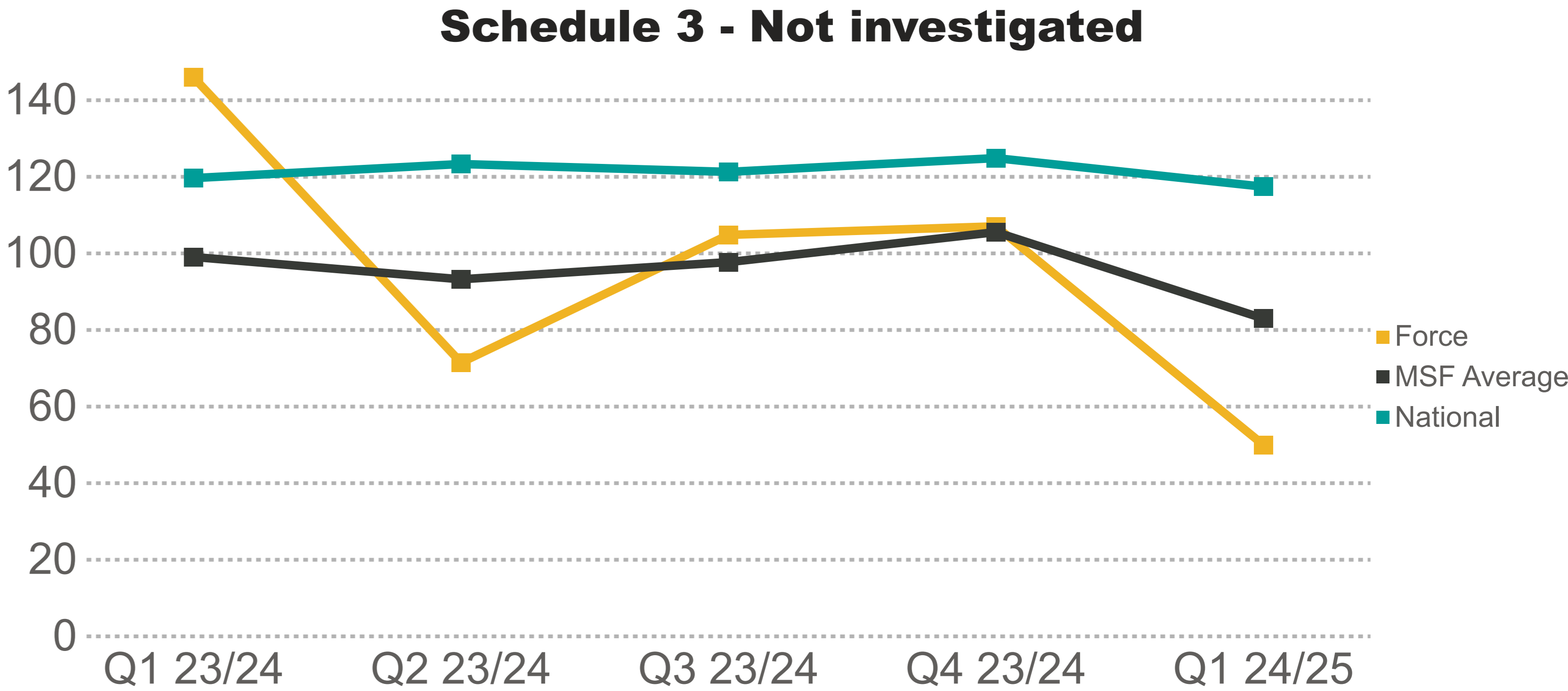
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	329	339	291	308
Under Schedule 3 investigated (not subject to special procedures)	148	152	284	219
Under Schedule 3 - not investigated	50	146	83	117
Total	146	154	117	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	14	12	155	6,264
Under Schedule 3 investigated (not subject to special procedures)	310	330	58	1,416
Under Schedule 3 investigated (subject to special procedures)	4	4	3	171
Total	328	346	215	7,851



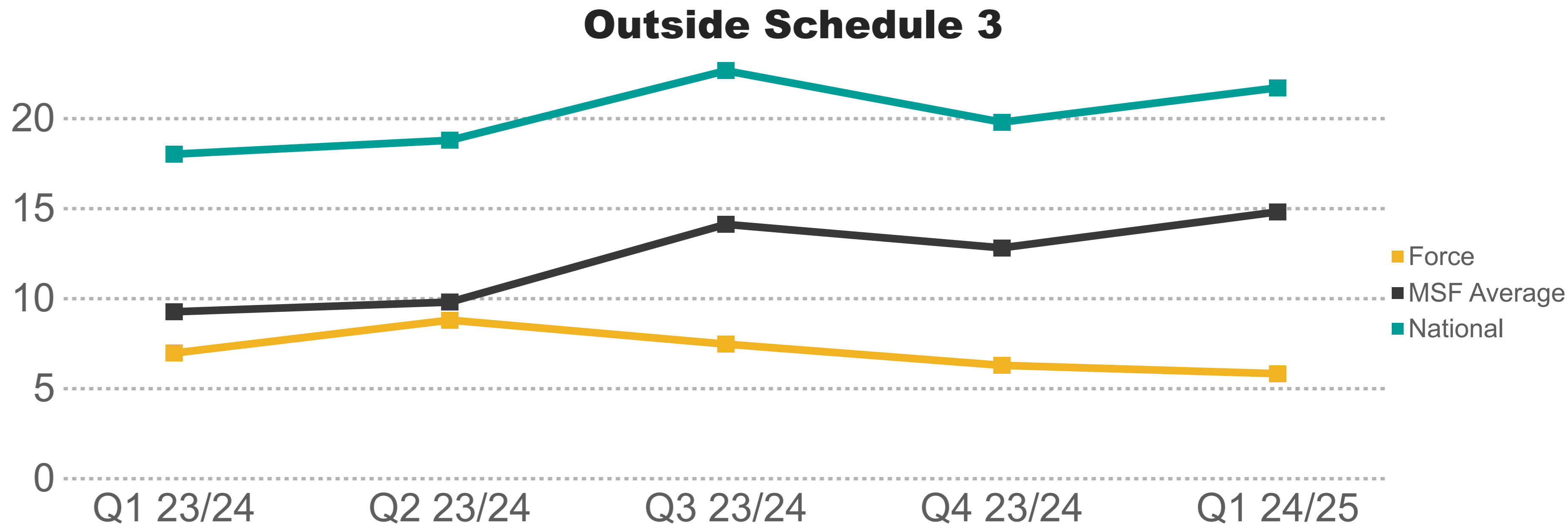
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	522	484	340	13766
Average days to finalise complaint cases handled outside of Schedule 3	6	7	15	22



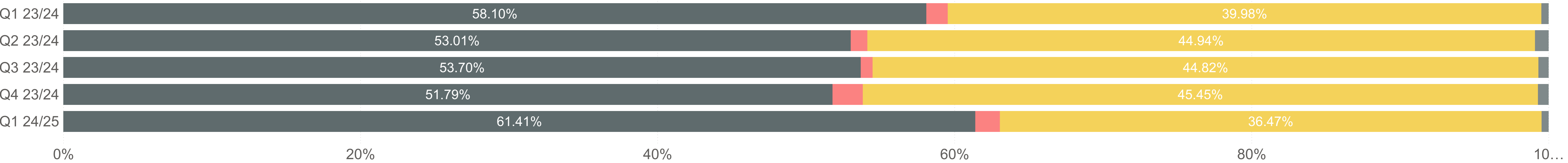
Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	522	61%	484	58%	340	61%	13,766	64%
Under Schedule 3 - not investigated	14	2%	12	1%	155	28%	6,264	29%
Under Schedule 3 investigated (not subject to special procedures)	310	36%	333	40%	58	10%	1,416	7%
Under Schedule 3 investigated (subject to special procedures)	4	0%	4	0%	3	1%	171	1%
Total	850	100%	833	100%	556	100%	21,617	100%

Force: percent of complaint cases finalised by handling method

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



Section E: Referrals

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.

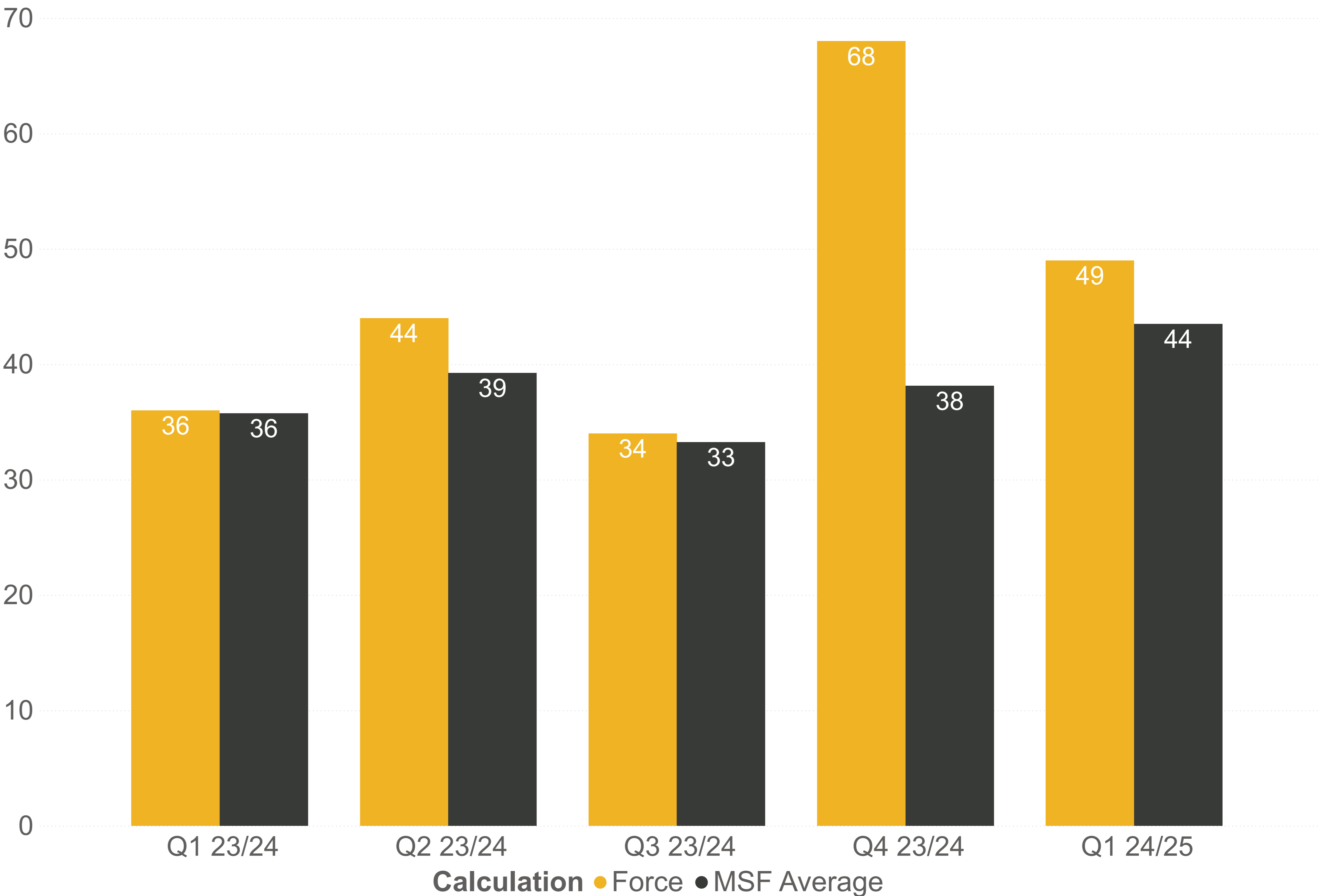
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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.

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	49	36	44	1,753
Number referrals completed	49	31	42	1,725
Decision: Independent Investigation	3	0	2	110
Decision: Directed Investigation	0	0	0	4
Decision: Local Investigation	23	20	24	966
Decision: Return to Force	23	9	15	611
Decision: Invalid	0	2	0	34

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Cambridgeshire, Essex, Hampshire, Hertfordshire, Leicestershire, Sussex, Thames Valley

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 \(February 2020\)](#).