

Police Complaints Information Bulletin: Thames Valley

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

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).

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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

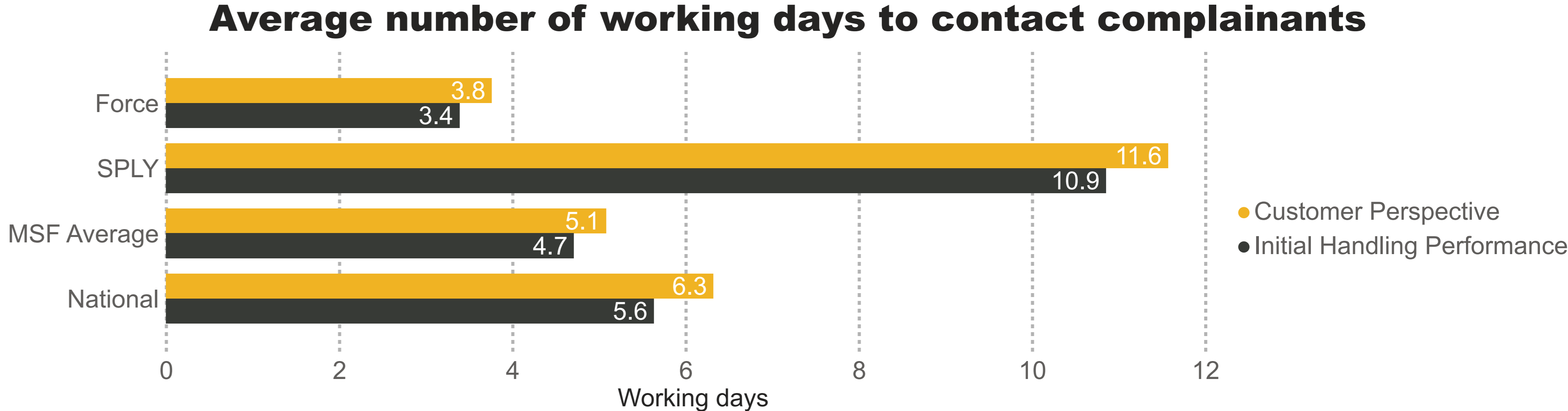
Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases logged and initial handling

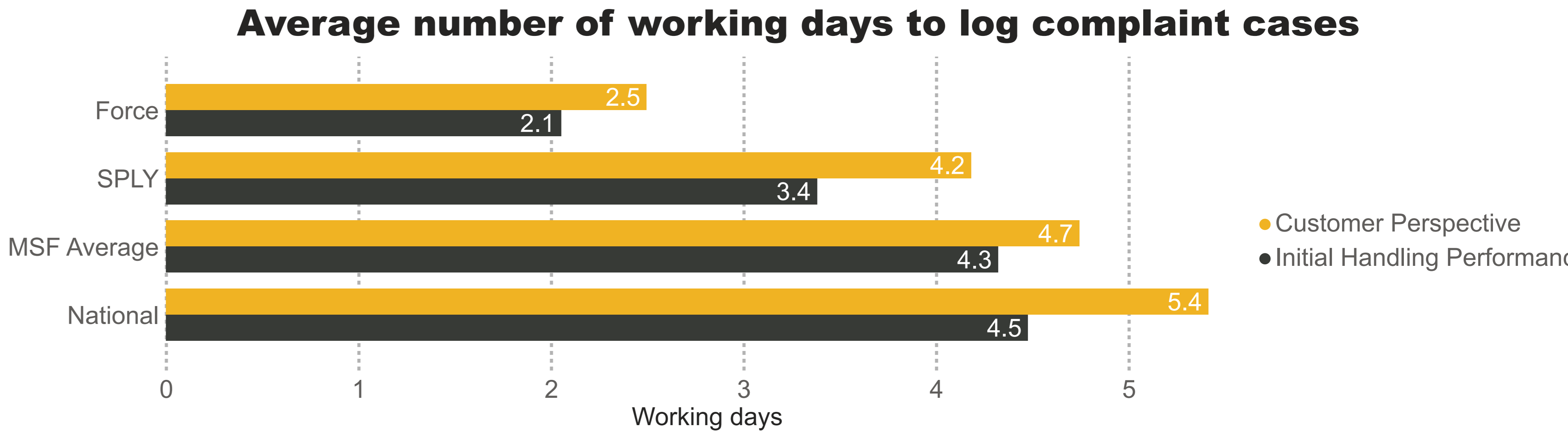
This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it 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	4	3
SPLY	12	11
MSF Average	5	5
National	6	6



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



Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	3,652	3,810	2,267	85,458
Complaint cases logged per 1,000 employees	397	422	395	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	301	18 %	553	31 %	510	46 %	13,962	43 %
Complainant wishes the complaint be recorded	1,059	62 %	930	53 %	185	14 %	6,808	21 %
Dissatisfaction after initial handling	222	13 %	197	11 %	136	20 %	4,779	15 %
Nature of the allegation(s) in the complaint	115	7 %	91	5 %	150	20 %	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.

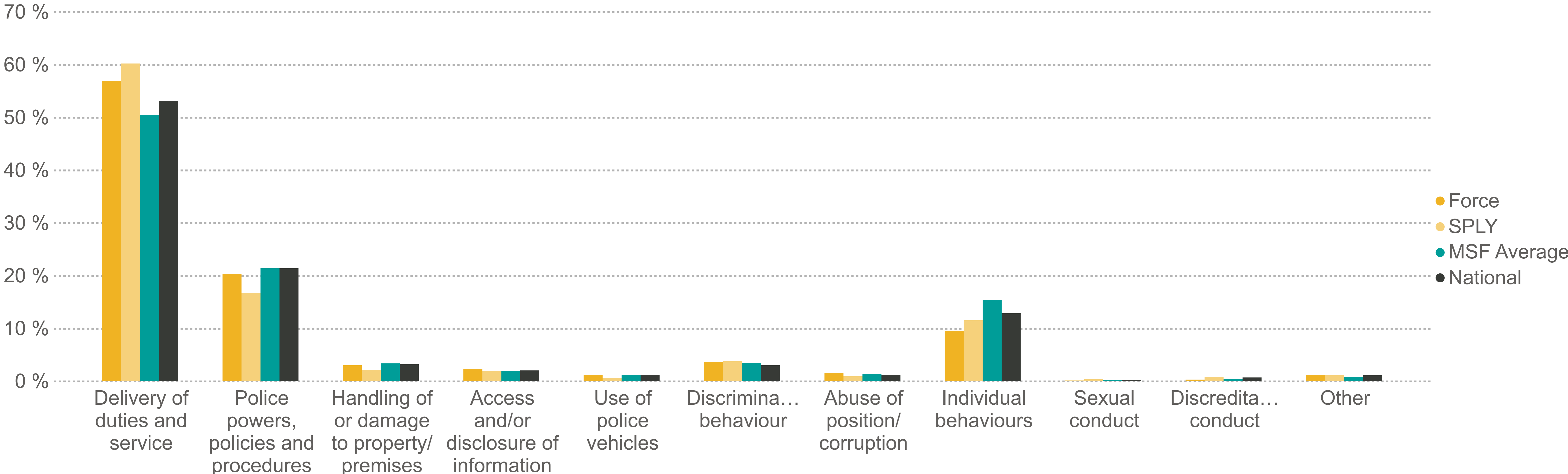
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	4,931	6,761	4,017	151,539
Allegations logged per 1,000 employees	535	748	709	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	2,807	1,002	147	112	60	180	77	471	6	14	55	4,931
SPLY	4,070	1,127	144	125	45	253	63	779	24	56	75	6,761
MSF Average	2,060	851	130	78	47	139	58	594	8	18	35	4,017
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	57 %	20 %	3 %	2 %	1 %	4 %	2 %	10 %	0 %	0 %	1 %	100 %
SPLY	60 %	17 %	2 %	2 %	1 %	4 %	1 %	12 %	0 %	1 %	1 %	100 %
MSF Average	50 %	21 %	3 %	2 %	1 %	3 %	1 %	15 %	0 %	0 %	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	2,806	57 %	4,070	60 %	2,060	50 %	80,538	53 %
	General level of service	1,485	53 %	1,889	46 %	483	20 %	27,022	34 %
	Police action following contact	720	26 %	1,568	39 %	955	48 %	33,905	42 %
	Decisions	425	15 %	369	9 %	341	17 %	11,127	14 %
	Information	176	6 %	244	6 %	281	15 %	8,484	11 %
Police powers, policies and procedures	Total	1,002	20 %	1,126	17 %	851	21 %	32,402	21 %
	Use of force	281	28 %	307	27 %	220	26 %	8,552	26 %
	Other policies and procedures	207	21 %	207	18 %	93	10 %	3,545	11 %
	Power to arrest and detain	135	13 %	180	16 %	151	18 %	5,404	17 %
	Evidential procedures	96	10 %	56	5 %	64	7 %	2,509	8 %
	Searches of premises and seizure of property	87	9 %	137	12 %	98	13 %	4,010	12 %
	Detention in police custody	62	6 %	95	8 %	110	14 %	4,406	14 %
	Bail, identification and interview procedures	59	6 %	68	6 %	54	6 %	1,694	5 %
	Stops, and stop and search	50	5 %	59	5 %	34	4 %	1,755	5 %
	Out of court disposals	25	2 %	17	2 %	26	3 %	527	2 %
	Individual behaviours	Total	471	10 %	779	12 %	594	15 %	19,513
Unprofessional attitude and disrespect		167	35 %	289	37 %	171	30 %	5,604	29 %
Impolite language / tone		96	20 %	83	11 %	127	22 %	5,035	26 %
Lack of fairness and impartiality		85	18 %	158	20 %	92	15 %	2,613	13 %
Overbearing or harassing behaviours		68	14 %	189	24 %	129	21 %	3,510	18 %
Impolite and intolerant actions		55	12 %	60	8 %	74	13 %	2,751	14 %
Discriminatory behaviour	Total	180	4 %	253	4 %	139	3 %	4,575	3 %
	Race	99	55 %	154	61 %	65	47 %	2,279	50 %
	Disability	26	14 %	30	12 %	28	21 %	838	18 %
	Other	22	12 %	27	11 %	12	8 %	393	9 %
	Sex	21	12 %	34	13 %	23	16 %	645	14 %
	Gender reassignment	4	2 %	1	0 %	2	2 %	45	1 %
	Age	3	2 %	3	1 %	3	2 %	73	2 %
	Religion or belief	3	2 %	0	0 %	3	2 %	141	3 %
	Pregnancy and maternity	1	1 %	0	0 %	0	0 %	1	0 %
	Sexual orientation	1	1 %	4	2 %	4	2 %	156	3 %
Marriage and civil partnership	0	0 %	0	0 %	0	0 %	4	0 %	
Handling of or damage to property/ premises	Total	147	3 %	144	2 %	113	3 %	4,657	3 %
	Handling of or damage to property/ premises	147	100 %	144	100 %	113	83 %	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	1,345	159	53	30	0	38	24	97	0	2	5	1,753
None	399	111	44	58	10	30	21	120	3	4	25	825
Arrest	106	329	8	2	4	24	7	36	0	0	1	517
Roads/traffic	189	85	11	1	43	23	6	46	0	0	8	412
Domestic / gender abuse	190	45	2	4	0	15	7	24	0	1	1	289
Call Handling	197	9	0	1	0	6	0	45	0	0	3	261
Neighbourhood policing	166	16	1	3	1	16	2	34	0	0	3	242
Custody	40	88	6	2	0	10	0	11	1	0	2	160
VAWG - dissatisfaction handling	112	19	2	3	0	5	5	13	0	0	0	159
Mental health	43	27	2	1	0	5	2	13	1	0	2	96
Premises search	14	49	17	2	0	1	0	11	0	0	0	94
Stop and/or search	5	45	3	0	0	7	0	6	0	0	0	66
Public order incident	28	18	0	0	0	6	0	9	0	0	2	63
Child protection / CSA / CSE	34	14	0	3	0	1	0	6	0	0	0	58
Death	23	7	3	0	0	0	0	10	0	1	0	44
Fraud	19	5	0	0	0	0	1	0	0	0	0	25
Missing persons	19	6	0	0	0	0	0	0	0	0	0	25
Drugs / alcohol	9	5	3	0	0	2	0	3	0	0	1	23
Firearms	11	5	1	2	0	0	0	2	0	0	2	23
Hate Crime	11	1	0	0	0	0	0	0	0	0	1	13
Restraint equipment	1	12	0	0	0	0	0	0	0	0	0	13
Social media	10	0	0	0	0	1	0	1	0	0	0	12
Serious injury	2	8	0	0	0	1	0	0	0	0	0	11
VAWG - police perpetrated	2	3	0	0	0	0	2	0	1	1	0	9
Taser	0	6	0	0	0	0	0	0	0	1	0	7
Covert policing	0	1	0	1	0	0	0	0	0	0	0	2
VAWG - police victim	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.

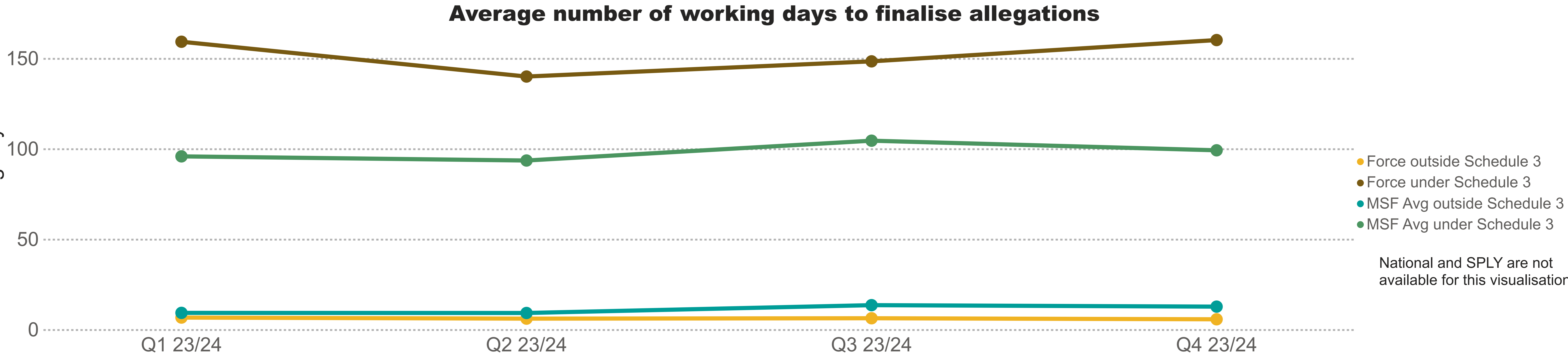
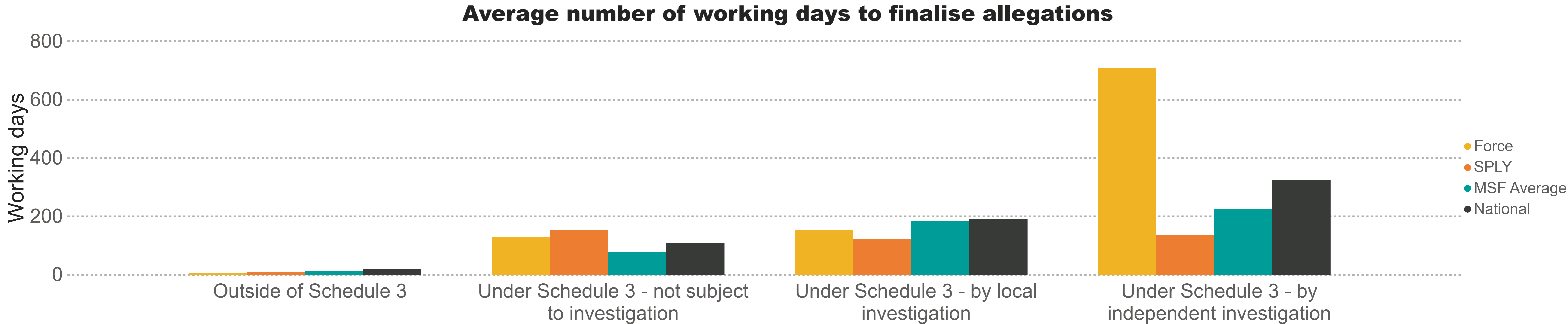
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	6	7	12	18
Under Schedule 3 - not subject to investigation	128	152	78	106
Under Schedule 3 - by local investigation	152	120	184	191
Under Schedule 3 - by directed investigation	0	0	0	520
Under Schedule 3 - by independent investigation	706	137	224	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.



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)	3,405	61 %	761	17 %	16,901	12 %
Under Schedule 3 investigated (subject to special procedures)	87	2 %	43	1 %	1,959	1 %
Under Schedule 3 - not investigated	86	2 %	1633	44 %	63,632	45 %
Outside of Schedule 3	1,984	36 %	1502	39 %	60,166	42 %
Total	5,562	100 %	3939	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					6	7 %	5,116	8 %	1	1 %	9	0 %	72	2 %	703	4 %
Regulation 41 applies					4	5 %	162	0 %			5	0 %	62	2 %	181	1 %
Service provided - unable to determine					2	2 %	5,111	8 %			59	3 %	194	6 %	1,462	9 %
Service provided - not acceptable			1	0 %	9	10 %	8,389	13 %	4	5 %	86	4 %	415	12 %	2,014	12 %
Service provided - acceptable			1	0 %	56	65 %	42,794	67 %	22	25 %	443	23 %	2580	76 %	12,054	71 %
Not Resolved	75	4 %	4,102	7 %												
Resolved	1909	96 %	56,062	93 %												
No Case to Answer									29	33 %	818	42 %				
Case to Answer									28	32 %	500	26 %				
Withdrawal					9	10 %	2,060	3 %	3	3 %	39	2 %	82	2 %	486	3 %
Total	1984	36 %	60,166	42 %	86	2 %	63,632	45 %	87	2 %	1,959	1 %	3405	61 %	16,900	12 %

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

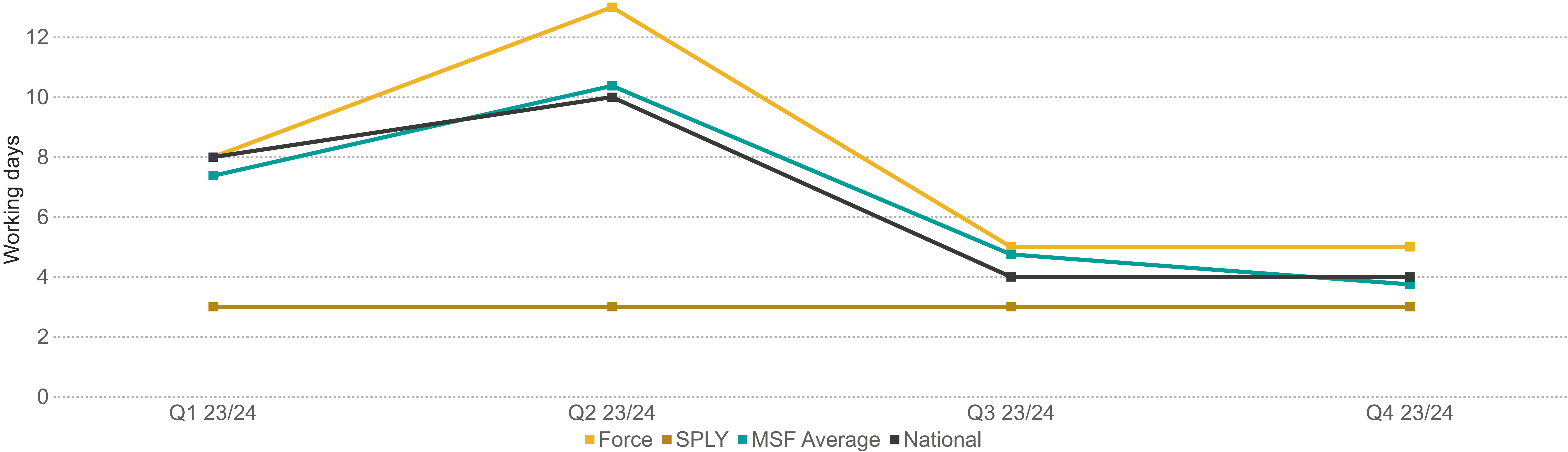
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

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	46	12	2	3	0	3	2	10	0	1	0	79
Regulation 41 applies	24	26	0	0	0	4	0	10	0	1	1	66
Service provided - unable to determine	94	25	6	5	2	6	5	49	2	0	2	196
Service provided - not acceptable	277	67	3	19	0	12	3	40	0	0	7	428
Service provided - acceptable	1,264	690	39	66	8	157	57	341	6	15	15	2,658
Not Resolved	42	10	3	0	1	1	1	16	0	0	1	75
Resolved	1,434	140	99	21	43	1	1	139	0	1	30	1,909
No Case to Answer	6	10	0	0	0	3	0	2	4	4	0	29
Case to Answer	0	13	0	1	0	0	1	5	0	7	1	28
Withdrawal	39	23	2	2	0	9	4	10	0	2	3	94

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	182	147	146	6,942
Number referrals completed	181	144	146	6,866
Decision: Independent Investigation	1	2	9	417
Decision: Directed Investigation	0	0	0	35
Decision: Local Investigation	112	94	93	4,419
Decision: Return to Force	61	48	40	1,870
Decision: Invalid	7	0	4	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.

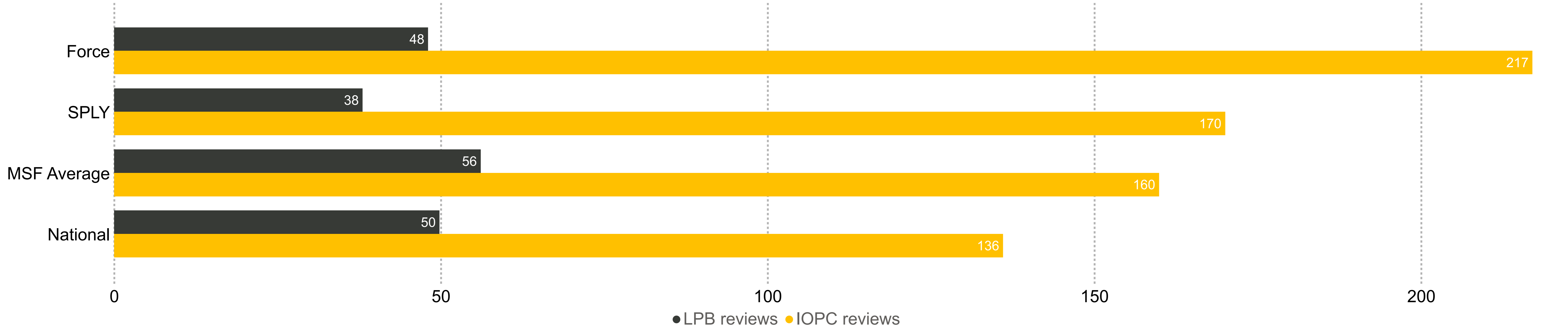
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	1,633	285	17 %	248	6	30	1
SPLY	1,552	260	17 %	228	11	21	0
MSF Average	950	180	21 %	32	98	22	27
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	48	38	56	50
Average number of working days to complete IOPC reviews	217	170	160	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 \(February 2020\)](#).

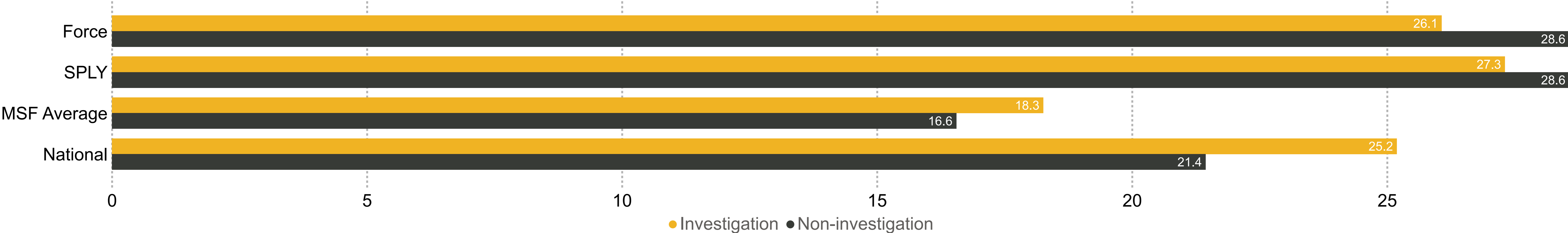
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

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	234	61	26	7	2	29
SPLY	249	68	27	7	2	29
MSF Average			18			17
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	61	61	100	2	2	100
SPLY	68	68	100	2	2	100
MSF Average			38			86
National	99	97	98	796	685	86

Section C4: Decisions on IOPC reviews

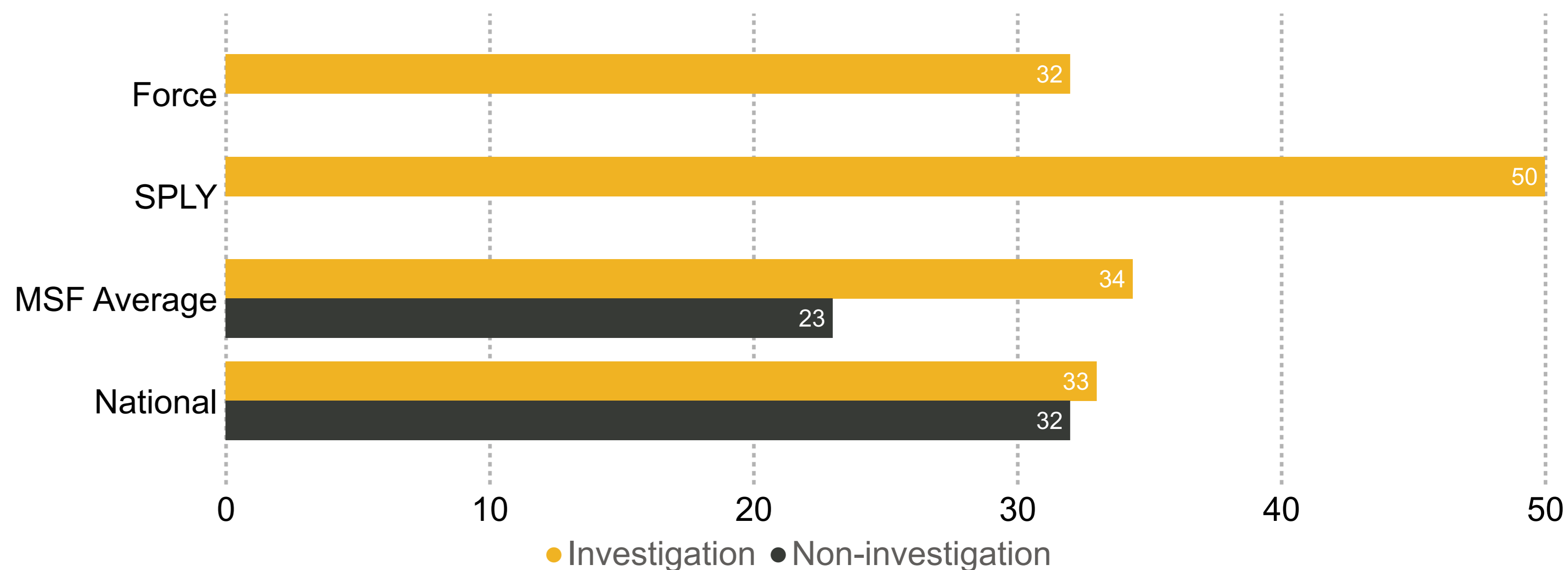
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	25	8
SPLY	6	3
MSF Average	24	8
National	864	289

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	0	0
SPLY	1	0
MSF Average	29	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	8	0	3	38
SPLY	3	2	2	67
National	289	23	172	60

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	0	0	0
SPLY	0	0	0
National	402	261	65

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

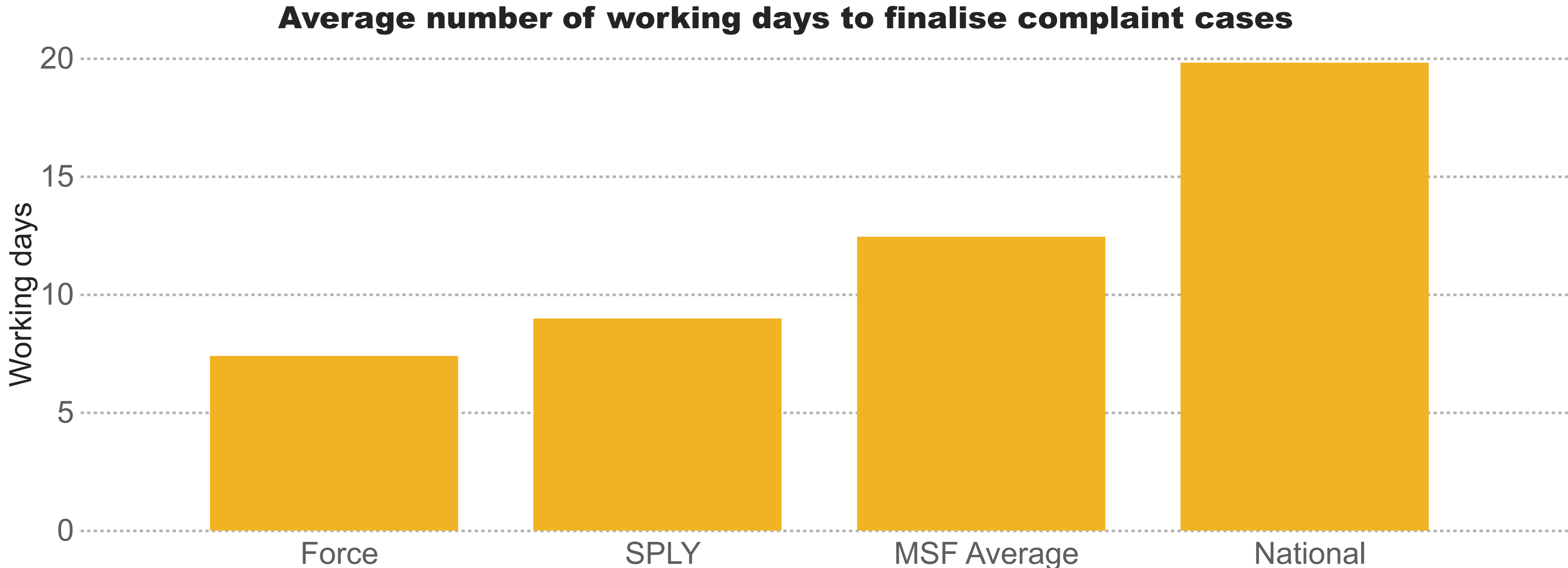
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

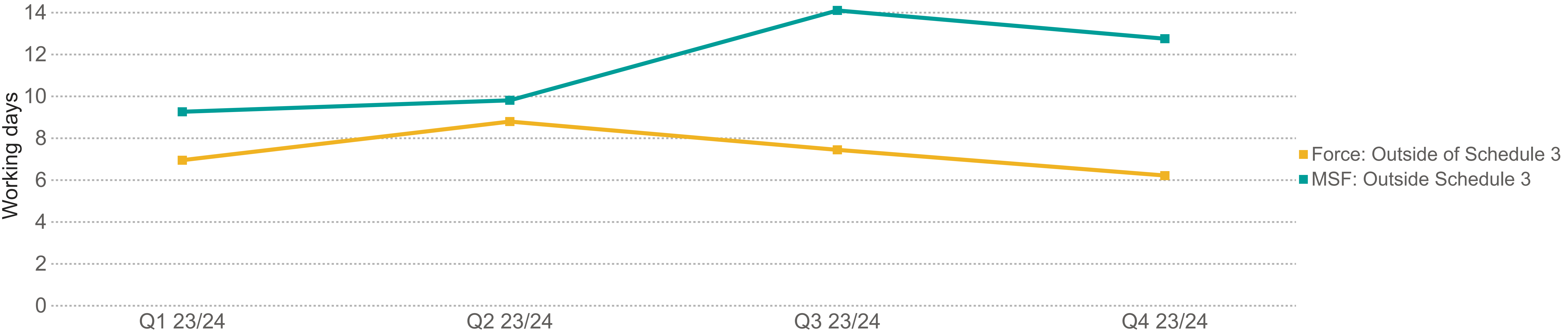
Force	SPLY	MSF Average	National
7	9	12	20

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)	147	134	119	140
Under Schedule 3 (not inc suspension)	139	128	112	133

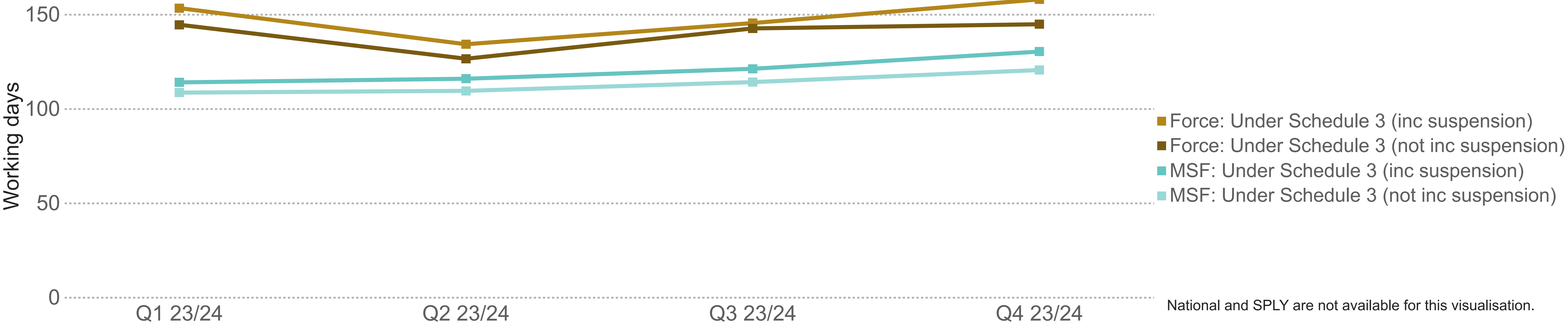
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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



National and SPLY are not available for this visualisation.

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	6	0 %	10	0 %	10	1 %	167	0 %
Learning from reflection	13	1 %	12	1 %	53	7 %	1346	3 %
Policy review	3	0 %	3	0 %	1	0 %	47	0 %
Goodwill gesture	1	0 %	0	0 %	5	1 %	101	0 %
Apology	432	22 %	625	31 %	137	10 %	4826	10 %
Debrief	15	1 %	30	1 %	8	1 %	437	1 %
Explanation	1097	57 %	1007	50 %	820	62 %	29826	59 %
No further action	150	8 %	152	8 %	93	8 %	6964	14 %
Other action	218	11 %	191	9 %	73	5 %	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	40	2 %	29	2 %	17	2 %	648	2 %
Apology	88	5 %	80	5 %	47	5 %	1822	6 %
Debrief	2	0 %	4	0 %	1	0 %	378	1 %
Explanation	916	56 %	218	14 %	447	51 %	17815	57 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	3	0 %
Unsatisfactory Performance Procedure (UPP)	4	0 %	7	0 %	1	0 %	28	0 %
No further action	494	30 %	1045	67 %	356	36 %	9458	30 %
Other action	13	1 %	14	1 %	53	4 %	735	2 %
Learning from reflection	149	9 %	97	6 %	106	12 %	3404	11 %
Referral to RPRP	80	5 %	83	5 %	25	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	9	36 %	6	40 %	4	29 %	141	25 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	3	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	6	1 %
Other actions following a case to answer decision	0	0 %	1	7 %	1	6 %	20	4 %
Referral to RPRP	5	20 %	3	20 %	4	31 %	165	29 %

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 \(February 2020\)](#).