

# Interim Police Complaints Information Bulletin: Dorset

**Reporting Period: 01 April 2024 - 31 December 2024 (Q3 2024/25)**

**Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Gloucestershire, Surrey, Sussex, Thames Valley, Warwickshire, West Mercia**

## 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.

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.

Please note: Due to one force being unable to submit data for this quarter, MSF group and national figures are incomplete. Therefore these figures should not be considered definitive.

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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

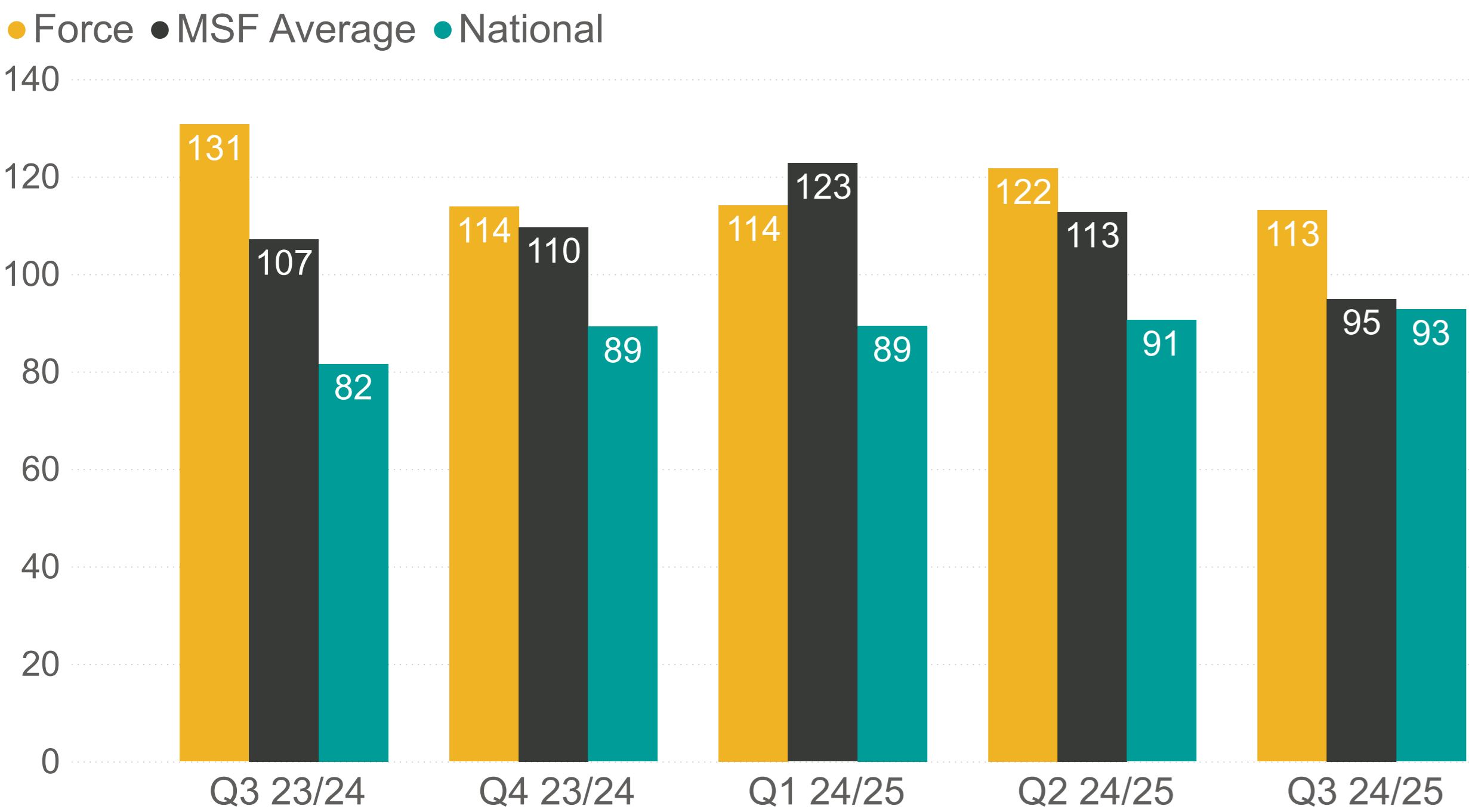
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

**Section A1.1: Complaint cases and allegations logged**

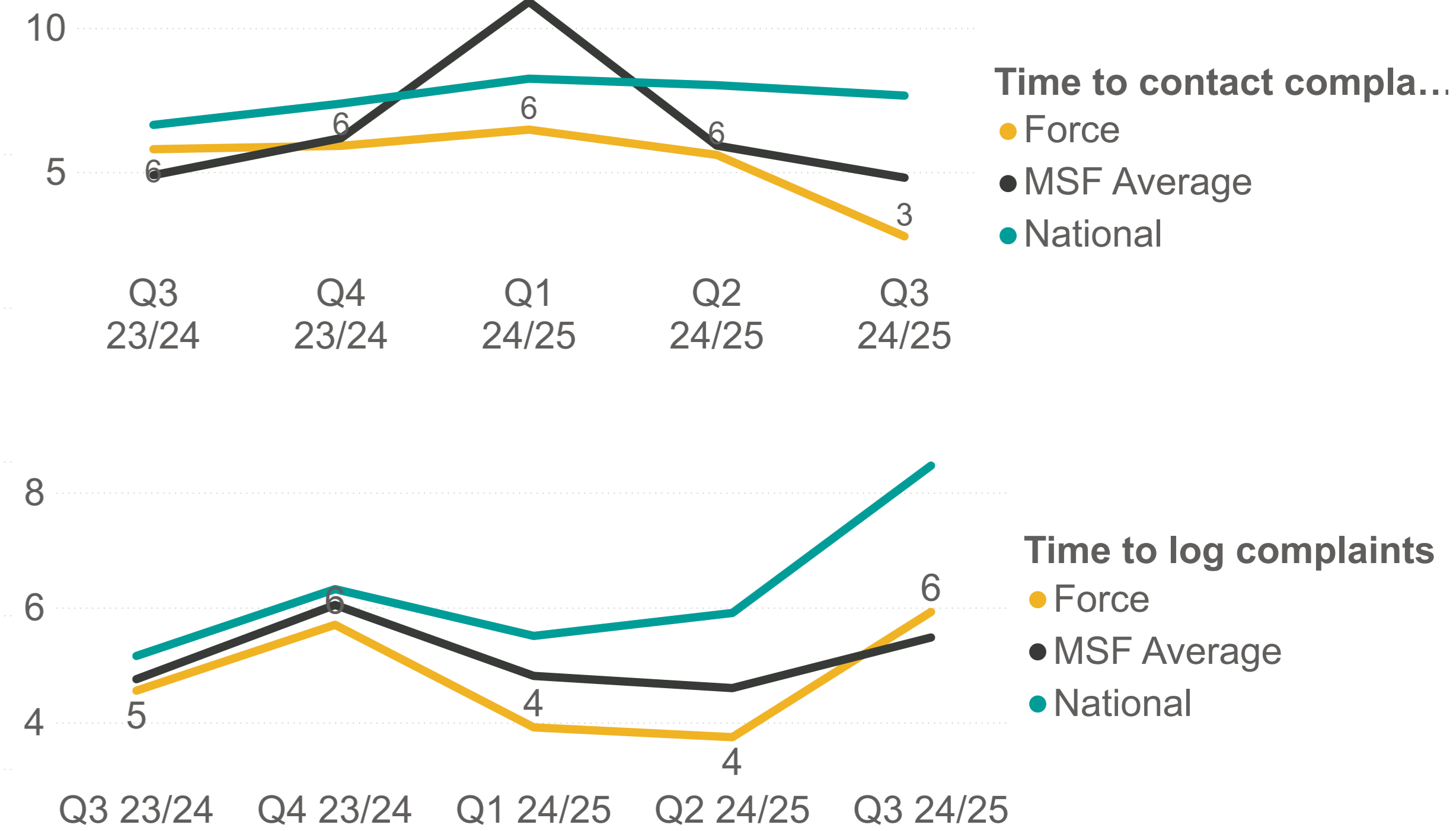
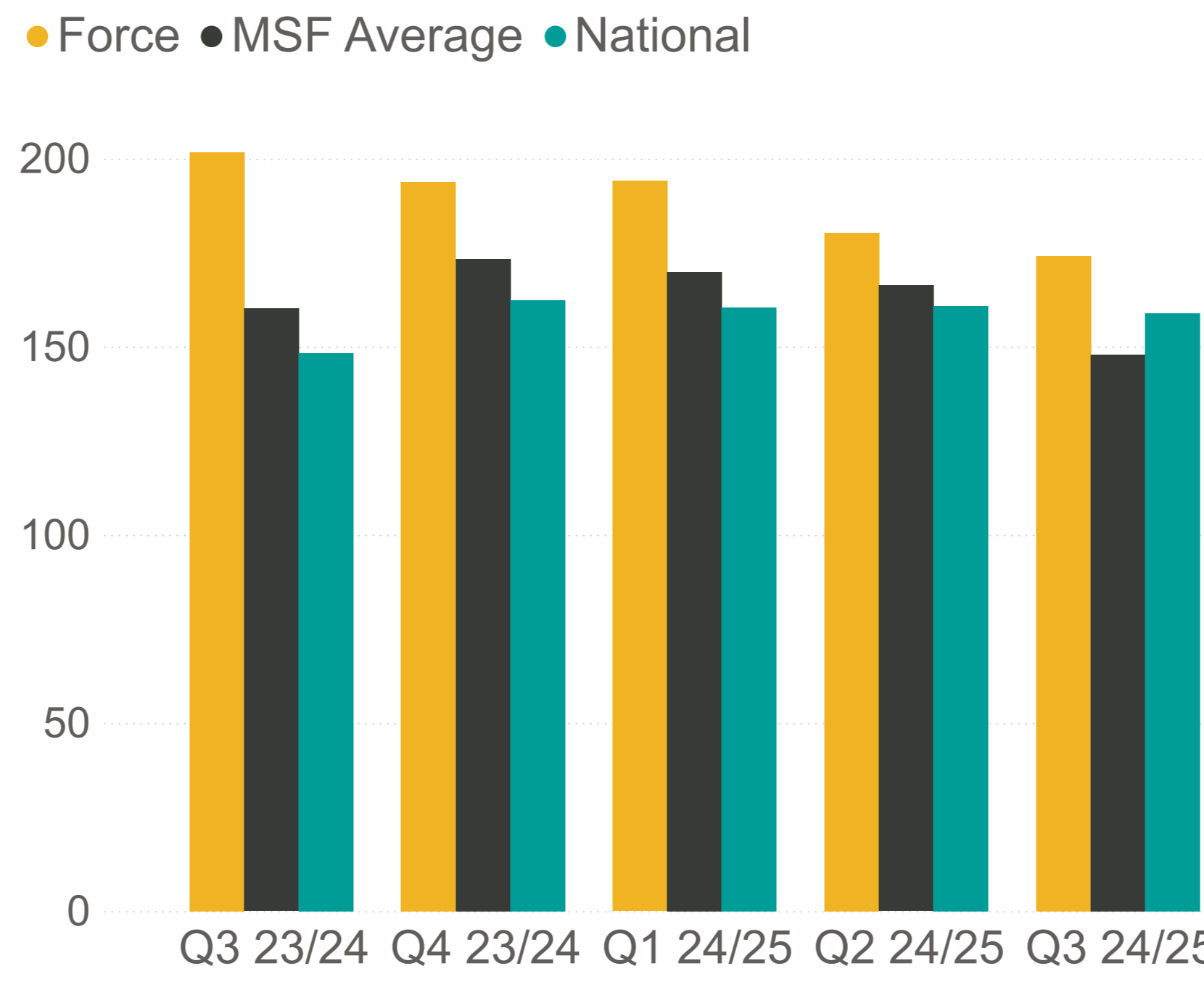
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	1,012	349	1,591	548	5	5
SPLY	1,174	405	1,759	607	7	4
MSF Average	1,399	330	2,053	484	8	5
National	69,504	273	122,348	480	8	7

**Complaints logged per 1,000 employees**



**Allegations logged per 1,000 employees**



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

For space reasons some figures in the above charts are not shown

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	249	427	258	9,603
Complainant wishes the complaint be recorded	71	47	69	4,564
Dissatisfaction after initial handling	21	16	65	3,723
Nature of the allegation(s) in the complaint	150	48	75	5,364
<b>Total</b>	<b>491</b>	<b>538</b>	<b>466</b>	<b>23,254</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	51 %	79 %	48 %	41 %
Complainant wishes the complaint be recorded	14 %	9 %	17 %	20 %
Dissatisfaction after initial handling	4 %	3 %	17 %	16 %
Nature of the allegation(s) in the complaint	31 %	9 %	18 %	23 %

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

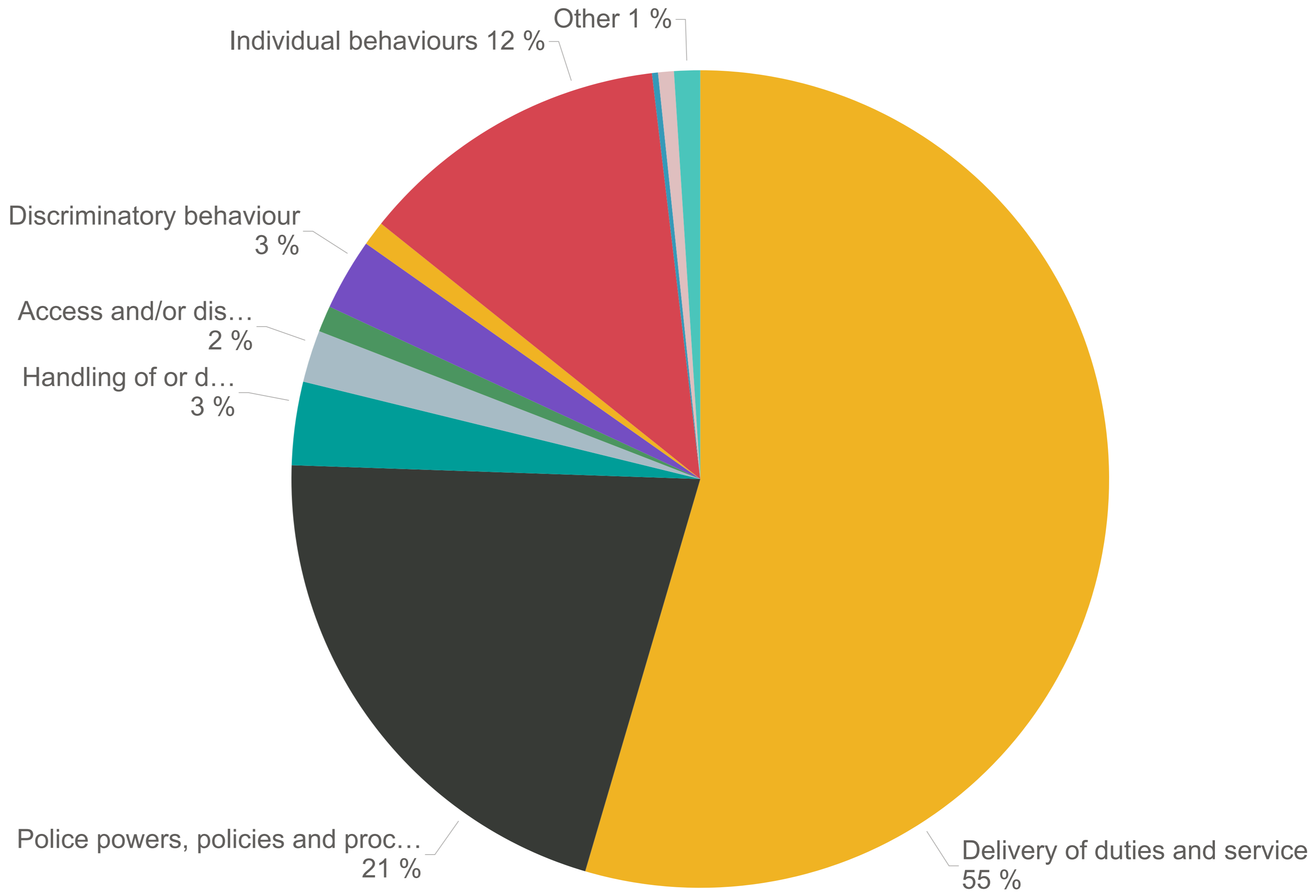
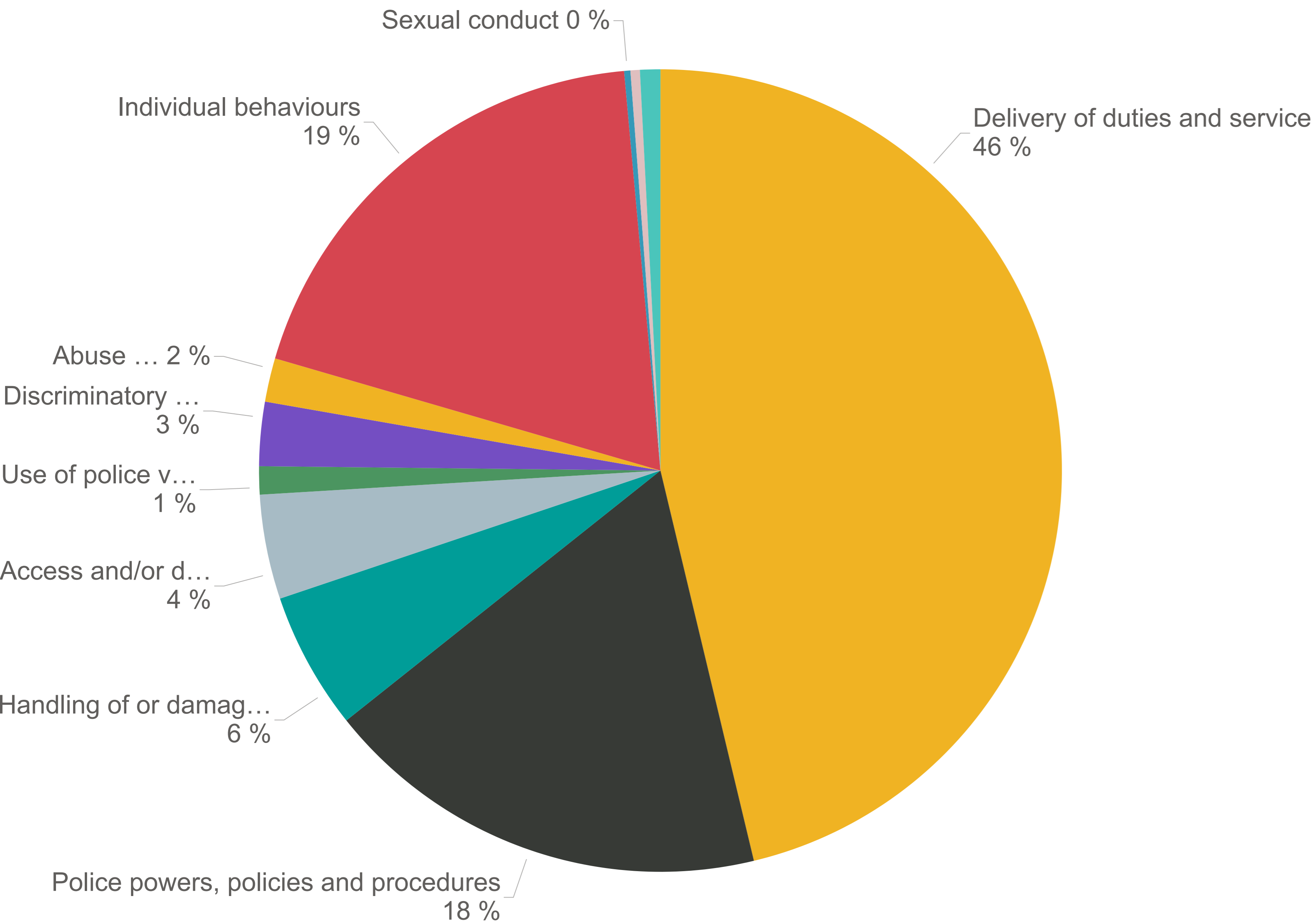
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	736	287	88	67	18	41	28	303	4	6	13	1,591
SPLY	833	322	99	58	25	54	40	302	2	6	18	1,759
MSF Average	1,059	462	75	53	27	62	17	249	4	16	29	2,053
National	66,729	25,690	4,027	2,522	1,266	3,476	1,192	15,133	293	761	1,257	122,346

**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	<b>Total</b>	<b>736</b>	<b>46 %</b>	<b>833</b>	<b>47 %</b>	<b>1,059</b>	<b>51 %</b>	<b>66,726</b>	<b>55 %</b>
	Police action following contact	330	45 %	439	53 %	423	39 %	27,618	41 %
	General level of service	218	30 %	207	25 %	386	35 %	21,727	33 %
	Decisions	136	18 %	143	17 %	158	17 %	9,699	15 %
	Information	52	7 %	44	5 %	93	9 %	7,682	12 %
Individual behaviours	<b>Total</b>	<b>303</b>	<b>19 %</b>	<b>302</b>	<b>17 %</b>	<b>249</b>	<b>13 %</b>	<b>15,132</b>	<b>12 %</b>
	Impolite language / tone	86	28 %	69	23 %	53	21 %	3,890	26 %
	Impolite and intolerant actions	86	28 %	120	40 %	41	18 %	2,311	15 %
	Unprofessional attitude and disrespect	47	16 %	55	18 %	77	30 %	4,272	28 %
	Overbearing or harassing behaviours	47	16 %	27	9 %	43	16 %	2,570	17 %
	Lack of fairness and impartiality	37	12 %	31	10 %	36	15 %	2,089	14 %
	<b>Total</b>	<b>287</b>	<b>18 %</b>	<b>322</b>	<b>18 %</b>	<b>462</b>	<b>22 %</b>	<b>25,687</b>	<b>21 %</b>
Police powers, policies and procedures	Power to arrest and detain	61	21 %	66	20 %	89	19 %	4,643	18 %
	Use of force	56	20 %	73	23 %	102	21 %	6,584	26 %
	Other policies and procedures	54	19 %	53	16 %	72	15 %	2,576	10 %
	Bail, identification and interview procedures	38	13 %	39	12 %	33	8 %	1,489	6 %
	Searches of premises and seizure of property	25	9 %	28	9 %	53	12 %	3,261	13 %
	Detention in police custody	21	7 %	28	9 %	47	10 %	3,661	14 %
	Stops, and stop and search	15	5 %	15	5 %	16	3 %	1,218	5 %
	Evidential procedures	12	4 %	13	4 %	41	9 %	1,861	7 %
	Out of court disposals	5	2 %	7	2 %	9	2 %	393	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
	<b>Total</b>	<b>88</b>	<b>6 %</b>	<b>99</b>	<b>6 %</b>	<b>73</b>	<b>4 %</b>	<b>3,932</b>	<b>3 %</b>
	Handling of or damage to property/ premises	88	100 %	99	100 %	73	94 %	3,931	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %
Access and/or disclosure of information	<b>Total</b>	<b>67</b>	<b>4 %</b>	<b>58</b>	<b>3 %</b>	<b>53</b>	<b>3 %</b>	<b>2,522</b>	<b>2 %</b>
	Disclosure of information	40	60 %	34	59 %	38	72 %	1,678	67 %
	Handling of information	21	31 %	21	36 %	10	19 %	552	22 %
	Accessing and handling of information from other sources	4	6 %	2	3 %	2	3 %	100	4 %
	Use of police systems	2	3 %	1	2 %	3	7 %	191	8 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Information	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	590	37 %	538	31 %	785	38 %	46,292	38 %
Arrest	204	13 %	256	15 %	258	13 %	15,683	13 %
Domestic / gender abuse	197	12 %	178	10 %	141	7 %	6,828	6 %
Roads/traffic	170	11 %	224	13 %	176	9 %	7,298	6 %
None	135	8 %	188	11 %	296	14 %	22,863	19 %
Call Handling	111	7 %	93	5 %	105	6 %	5,209	4 %
VAWG - dissatisfaction handling	110	7 %	162	9 %	85	4 %	5,179	4 %
Neighbourhood policing	105	7 %	127	7 %	140	6 %	5,699	5 %
Custody	56	4 %	104	6 %	106	5 %	7,020	6 %
Mental health	55	3 %	82	5 %	68	3 %	3,667	3 %
Firearms	42	3 %	65	4 %	19	1 %	559	0 %
Drugs / alcohol	39	2 %	60	3 %	23	1 %	1,408	1 %
Restraint equipment	31	2 %	37	2 %	22	1 %	1,321	1 %
Child protection / CSA / CSE	30	2 %	29	2 %	34	2 %	2,199	2 %
Death	29	2 %	57	3 %	21	1 %	1,105	1 %
Hate Crime	27	2 %	36	2 %	16	1 %	699	1 %
Stop and/or search	27	2 %	35	2 %	26	1 %	2,543	2 %
Premises search	24	2 %	43	2 %	43	2 %	2,989	2 %
Public order incident	20	1 %	13	1 %	15	1 %	972	1 %
Social media	17	1 %	19	1 %	8	0 %	506	0 %
Fraud	13	1 %	33	2 %	12	1 %	779	1 %
Missing persons	12	1 %	16	1 %	16	1 %	771	1 %
VAWG - police perpetrated	8	1 %	13	1 %	9	0 %	848	1 %
VAWG - police victim	5	0 %	4	0 %	1	0 %	107	0 %
Serious injury	1	0 %	3	0 %	3	0 %	256	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	2	0 %	1	0 %	66	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	76	0 %
PPDA	0	0 %	0	0 %	1	0 %	27	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	4	0 %
Taser	0	0 %	4	0 %	2	0 %	146	0 %
Unknown	0	0 %	1	0 %	1	0 %	23	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	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	Access and/or disclosure of information	Individual behaviours
VAWG - police victim	2	2	0	0	1
VAWG - police perpetrated	2	2	0	0	0
VAWG - dissatisfaction handling	87	5	3	1	14
Stop and/or search	0	10	3	0	8
Social media	8	1	0	2	4
Serious injury	0	1	0	0	0
Roads/traffic	63	22	9	3	46
Restraint equipment	1	24	1	0	3
Public order incident	5	11	0	0	4
Premises search	1	14	3	1	4
None	52	10	6	22	33
Neighbourhood policing	65	1	1	0	34
Missing persons	5	2	0	0	5
Mental health	20	19	2	0	13
Investigation	341	82	35	22	74
Hate Crime	14	1	0	0	8
Fraud	8	1	1	0	1
Firearms	25	6	8	1	1
Drugs / alcohol	15	7	1	2	7
Domestic / gender abuse	105	26	6	9	41
Death	12	1	5	2	9
Custody	5	40	3	1	4
Child protection / CSA / CSE	11	4	1	3	9
Call Handling	67	1	0	3	39
Arrest	22	117	19	3	29
<b>Total</b>	<b>726</b>	<b>286</b>	<b>88</b>	<b>66</b>	<b>300</b>

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
Q3 23/24	41	0	1	<b>42</b>
Q4 23/24	44	3	3	<b>47</b>
Q1 24/25	32	2	1	<b>35</b>
Q2 24/25	24	1	3	<b>28</b>
Q3 24/25	54	5	1	<b>57</b>
<b>Total</b>	<b>195</b>	<b>11</b>	<b>9</b>	<b>209</b>

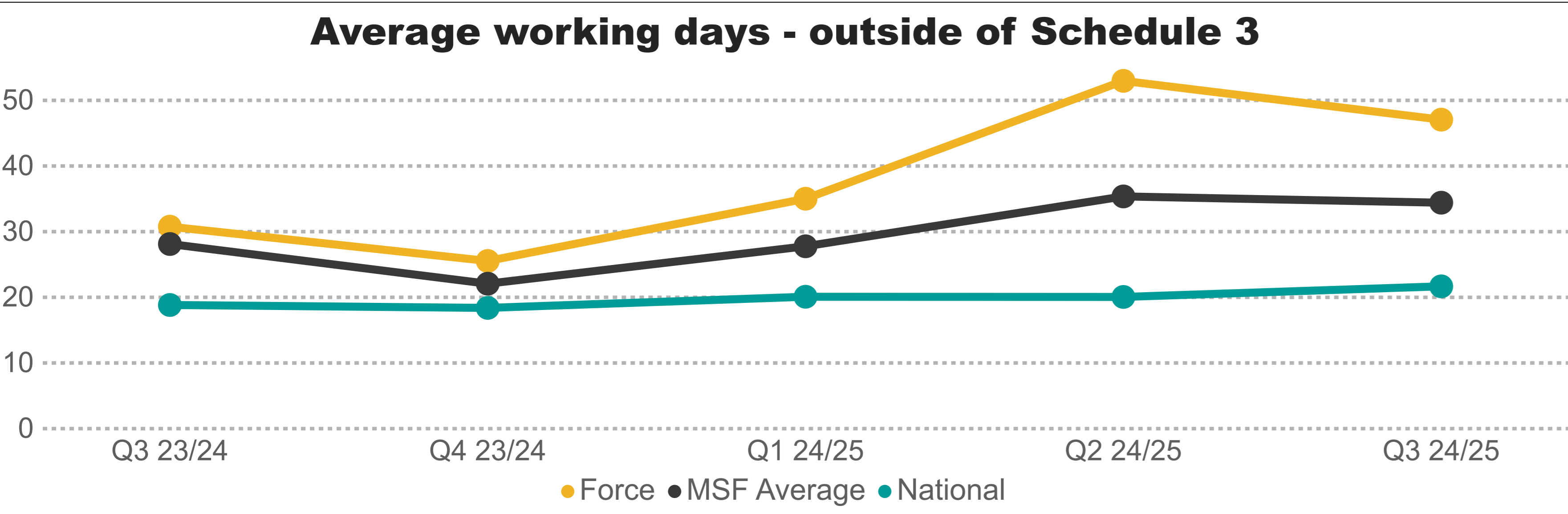
**Section A2: Allegations timeliness**

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.

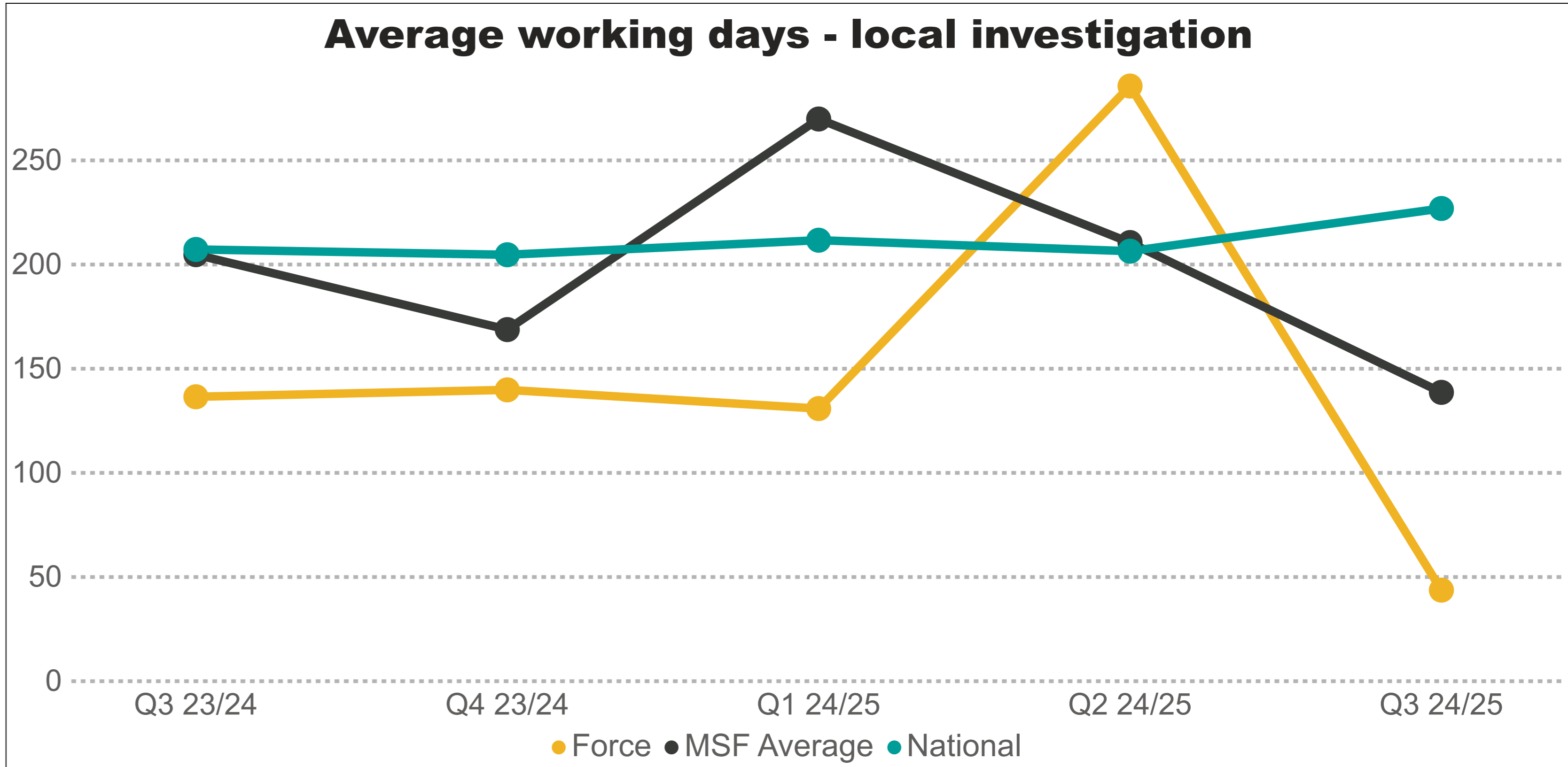
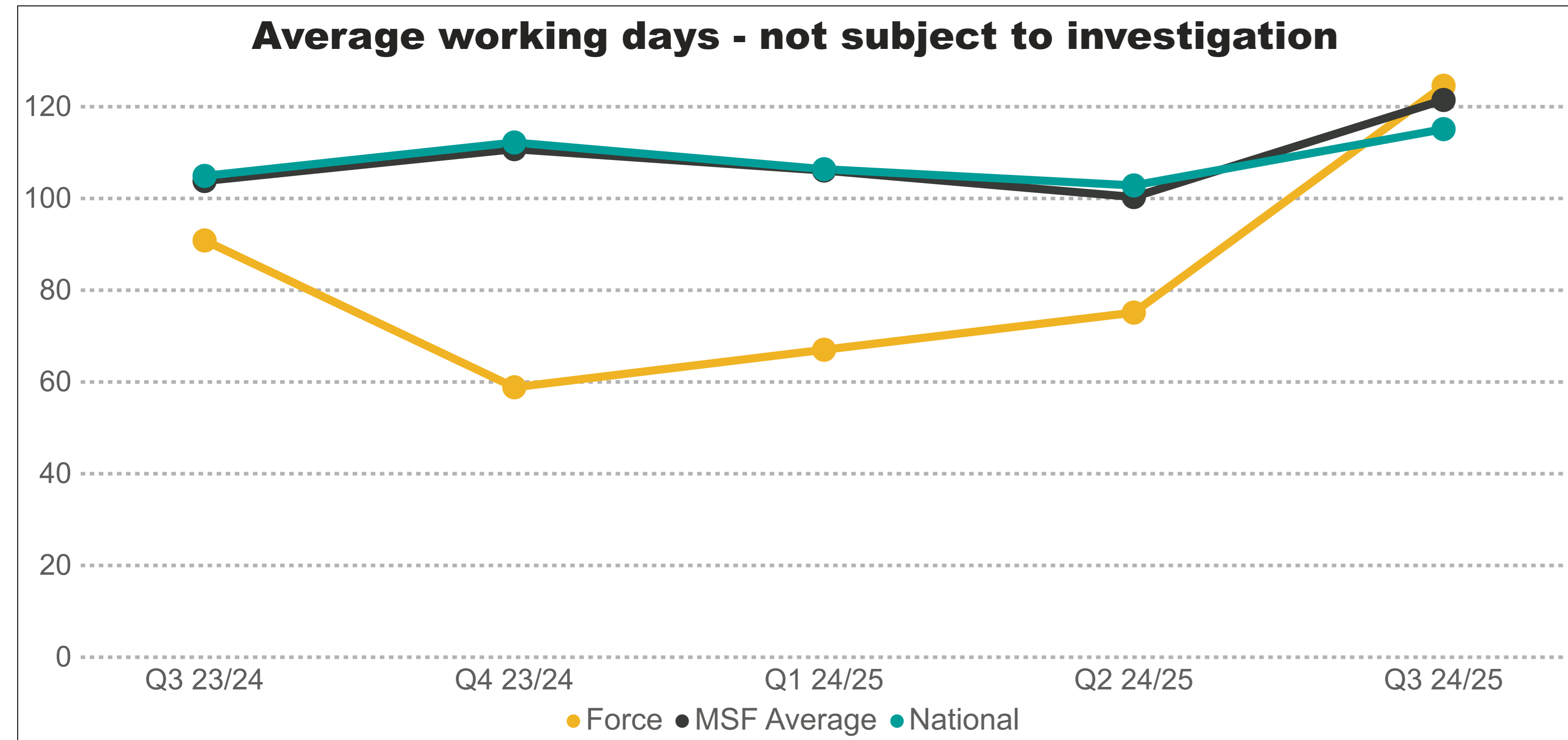
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	586	45	788	88	63	228	3	467
SPLY	679	25	831	87	120	192	8	301
MSF Average	1,008	33	740	111	293	211	3	228
National	51,937	20	53,990	108	13,259	214	224	307



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	1	41
National	17	574

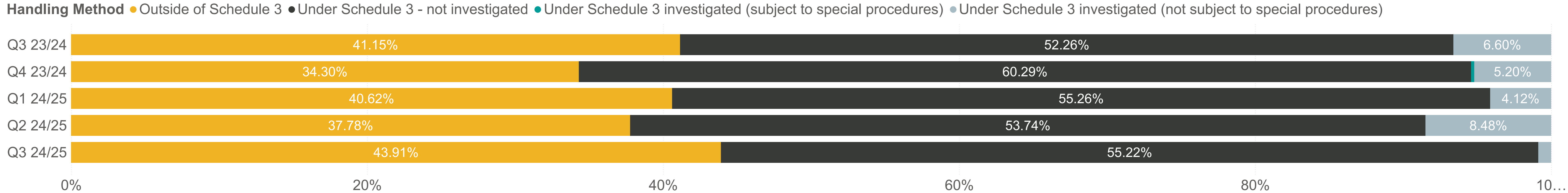


**Section A3.1: How allegations were handled and their decisions**

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)	66	5 %	278	11 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	0		18	1 %	1,408	1 %
Under Schedule 3 - not investigated	788	55 %	740	35 %	53,990	45 %
Outside of Schedule 3	586	41 %	1008	53 %	51,937	43 %
<b>Total</b>	<b>1,440</b>	<b>100 %</b>	<b>2043</b>	<b>100 %</b>	<b>119,427</b>	<b>100 %</b>

**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					91	12 %	4,006	7 %			22	2 %			347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					75	10 %	4,930	9 %			18	1 %	4	6 %	1,148	9 %
Service provided - not acceptable					156	20 %	7,176	13 %			43	3 %	6	9 %	1,461	12 %
Service provided - acceptable					460	58 %	36,299	67 %			199	14 %	56	85 %	8,649	72 %
Not Resolved	63	11 %	2,767	5 %												
Resolved	523	89 %	49,169	95 %												
No Case to Answer											796	57 %				
Case to Answer											301	21 %				
Withdrawal					6	1 %	1,501	3 %			26	2 %			332	3 %



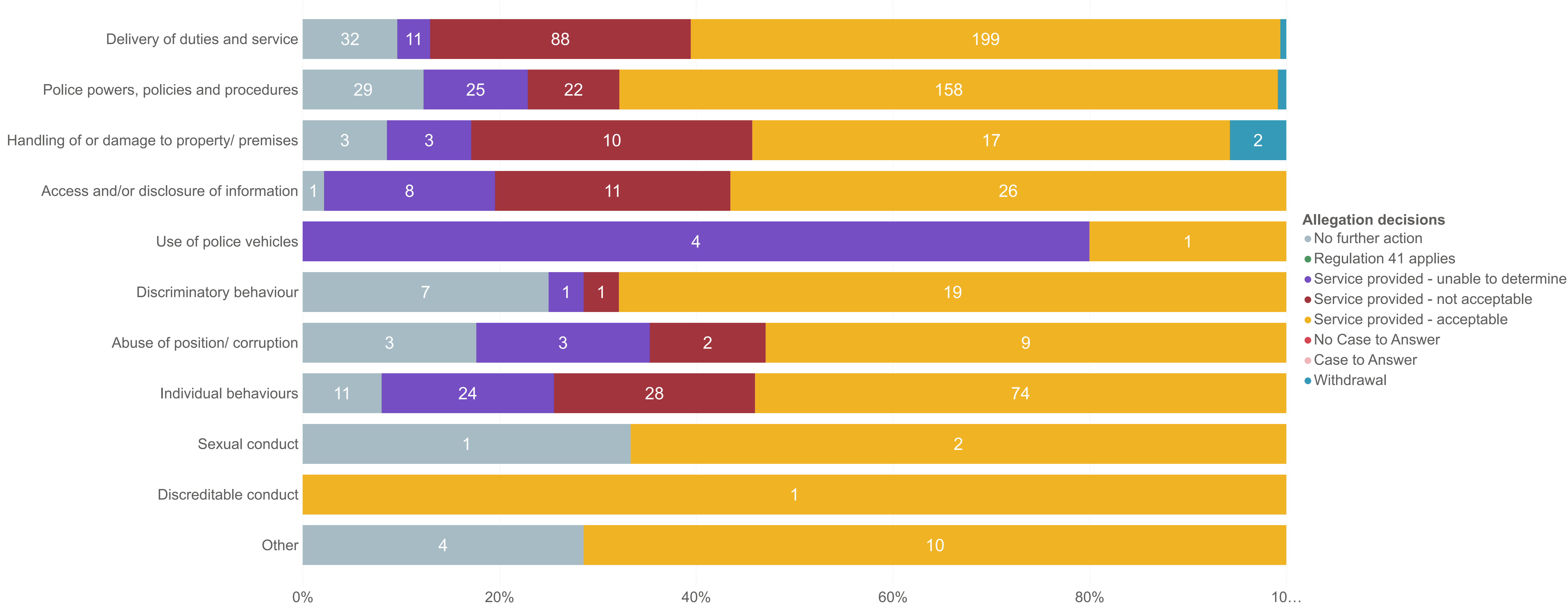
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	312	53	29	9	10	2	1	103	0	2	2	523
Not Resolved	29	12	2	4	0	0	3	11	1	0	1	63

**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	2	0 %	6	1 %	4	0 %	199	0 %
Learning from reflection	38	6 %	26	4 %	33	4 %	1,462	3 %
Policy review	0	0 %	1	0 %	1	0 %	48	0 %
Goodwill gesture	0	0 %	0	0 %	2	0 %	80	0 %
Apology	56	10 %	56	8 %	86	9 %	4,995	10 %
Debrief	0	0 %	0	0 %	10	1 %	436	1 %
Explanation	343	59 %	406	60 %	604	59 %	32,190	62 %
No further action	119	20 %	138	20 %	108	11 %	5,660	11 %
Other action	27	5 %	42	6 %	143	14 %	6,288	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	13	2 %	21	2 %	11	1 %	586	1 %
Apology	65	8 %	87	9 %	44	4 %	2,663	4 %
Debrief	1	0 %	0	0 %	1	0 %	1,928	3 %
Explanation	546	64 %	628	65 %	757	69 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	27	0 %
No further action	153	18 %	134	14 %	126	15 %	14,539	22 %
Other action	14	2 %	26	3 %	7	1 %	670	1 %
Learning from reflection	53	6 %	55	6 %	58	7 %	3,600	5 %
Referral to RPRP	4	0 %	6	1 %	23	2 %	1,026	2 %

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

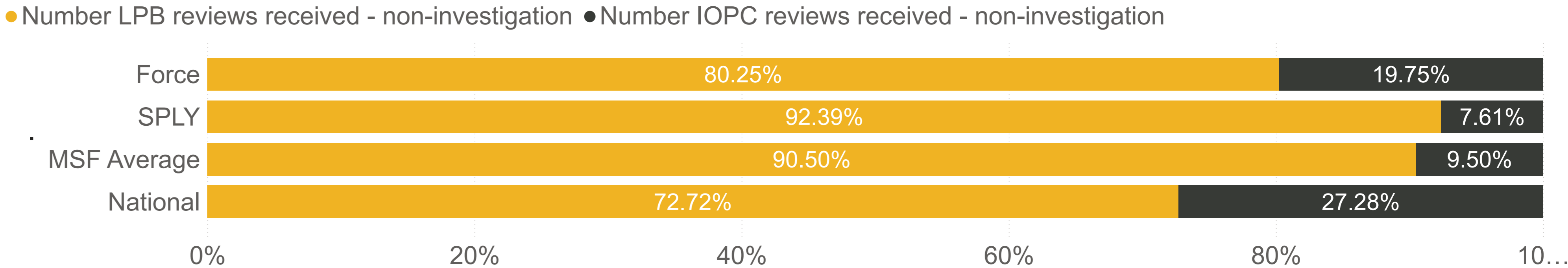
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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 %	2	33 %	4	11 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	2	13 %	93	7 %
Referral to RPRP	0	0 %	3	50 %	4	18 %	230	16 %

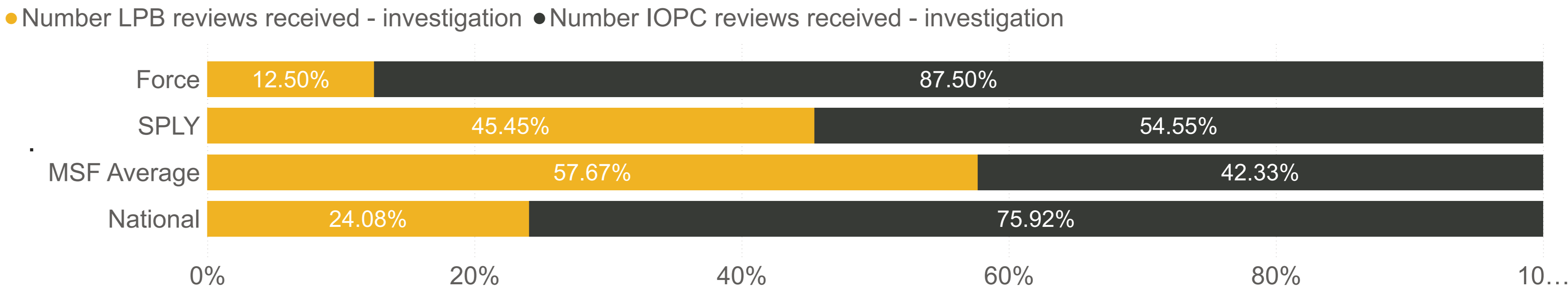
**Section C1: Reviews received and timeliness (Year to date)**

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	65	16
SPLY	85	7
MSF Average	55	6
National	2,868	1,076



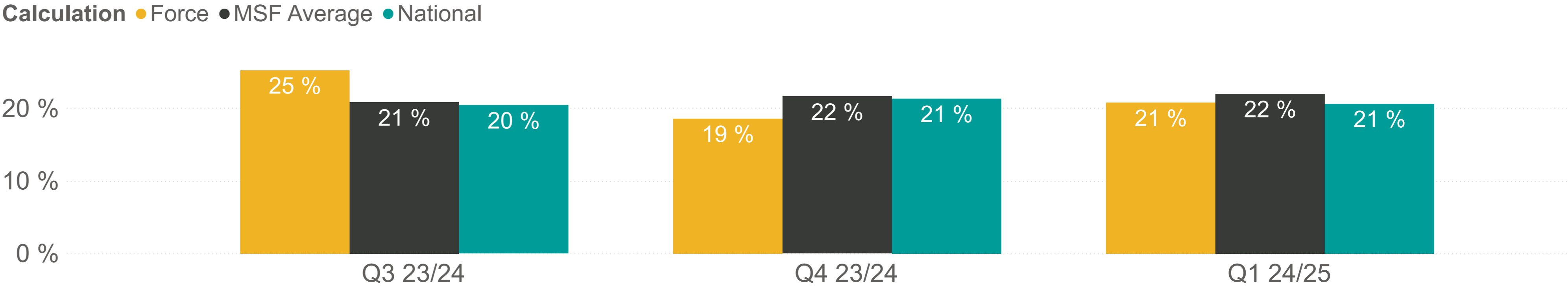
Investigation reviews received	LPB	IOPC
Force	1	7
SPLY	5	6
MSF Average	14	10
National	230	725



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	89	446
SPLY	103	487
MSF Average	84	433
National	4,899	23,364

**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	30	22	32	48
Average number of working days to complete IOPC reviews	110	167	129	137

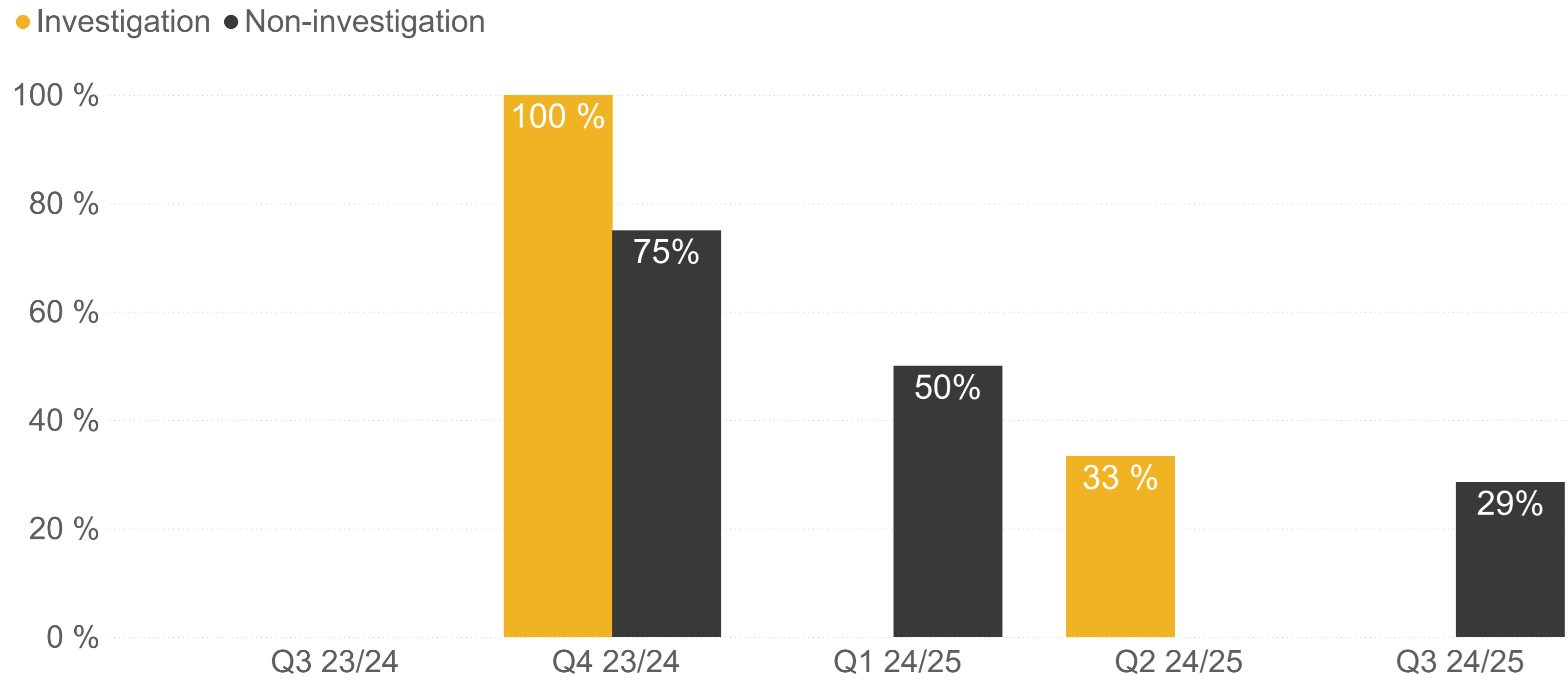
**Section C2: Outcomes on reviews**

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 leading to the review being upheld.

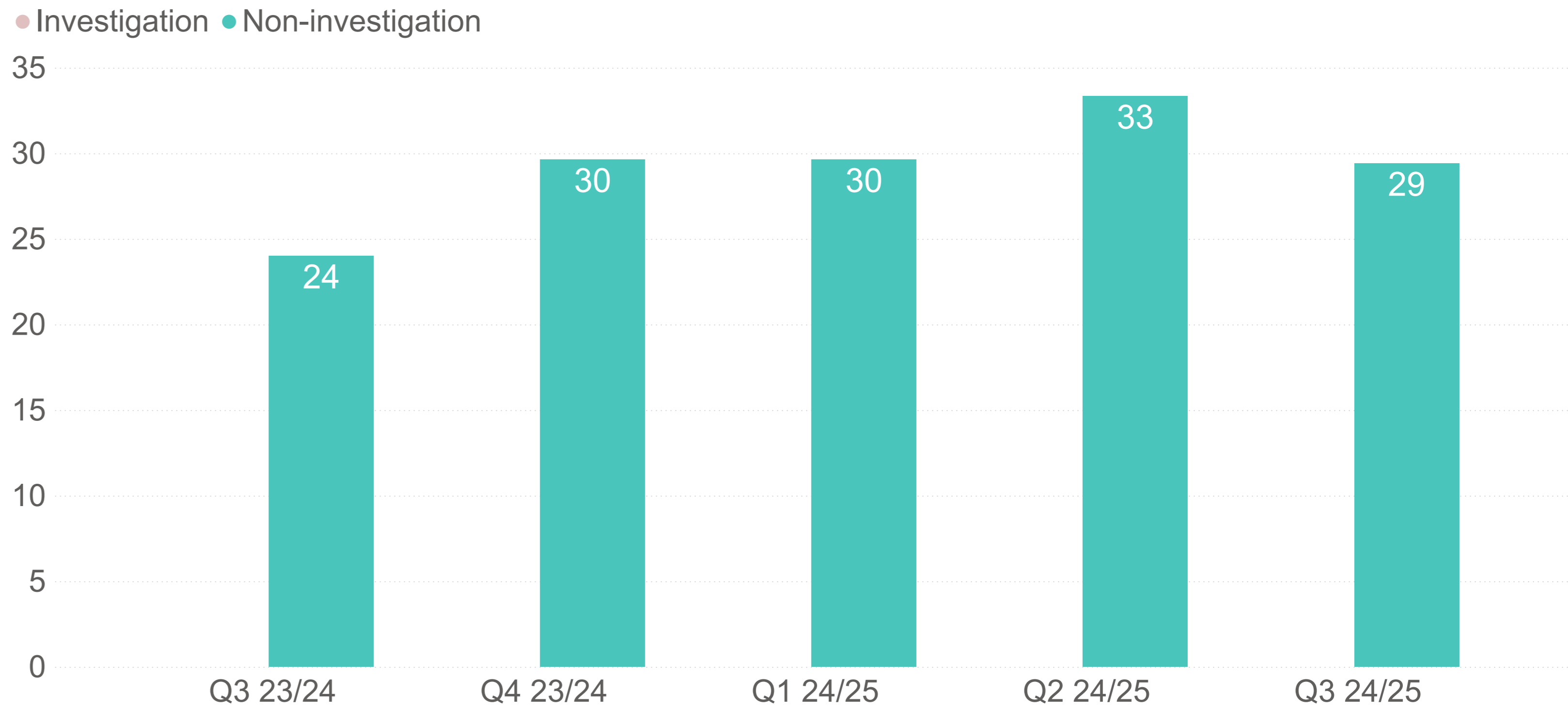
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	5	1	1	
SPLY	11	2	2	
MSF Average	7	2	16	18
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	10	3	65	20
SPLY	10	4	75	16
MSF Average	4	1	52	9
National	729	226	2,774	578

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



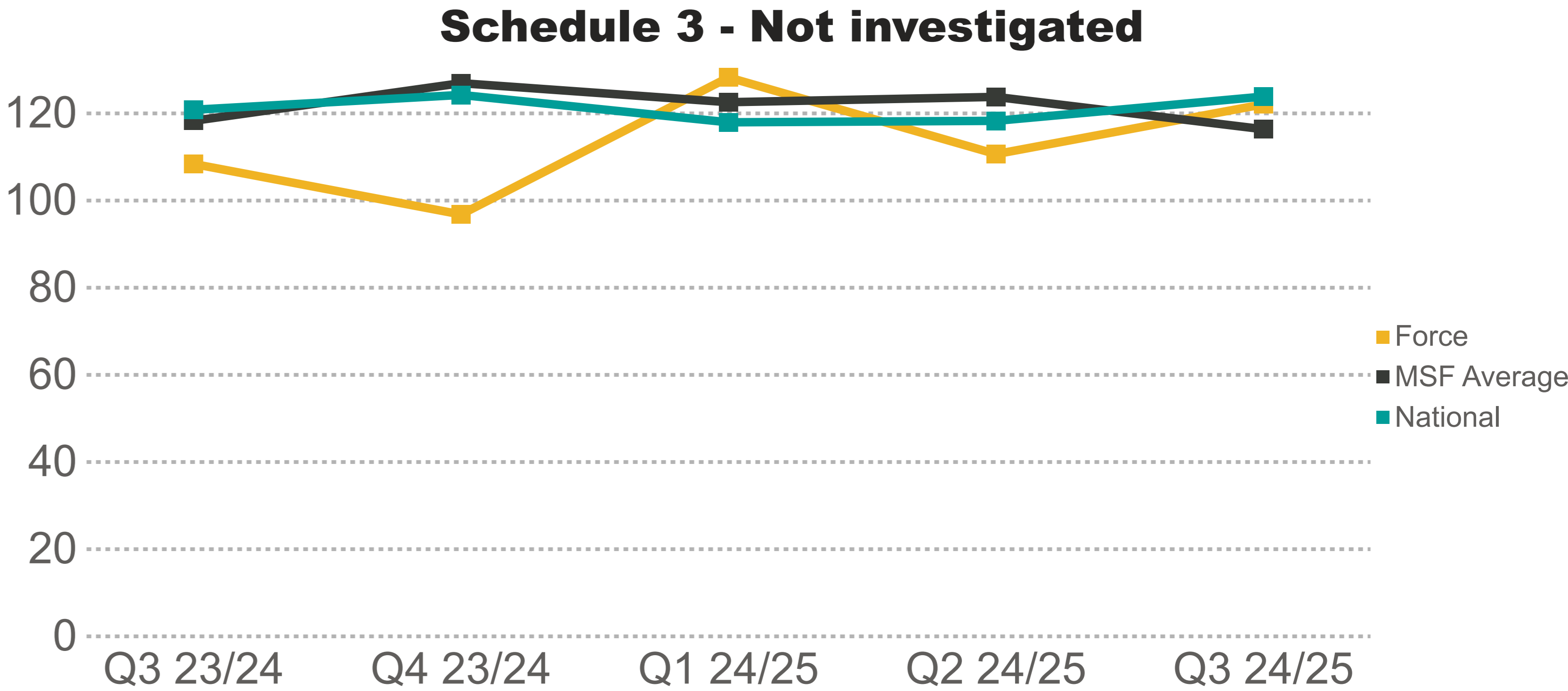
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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.

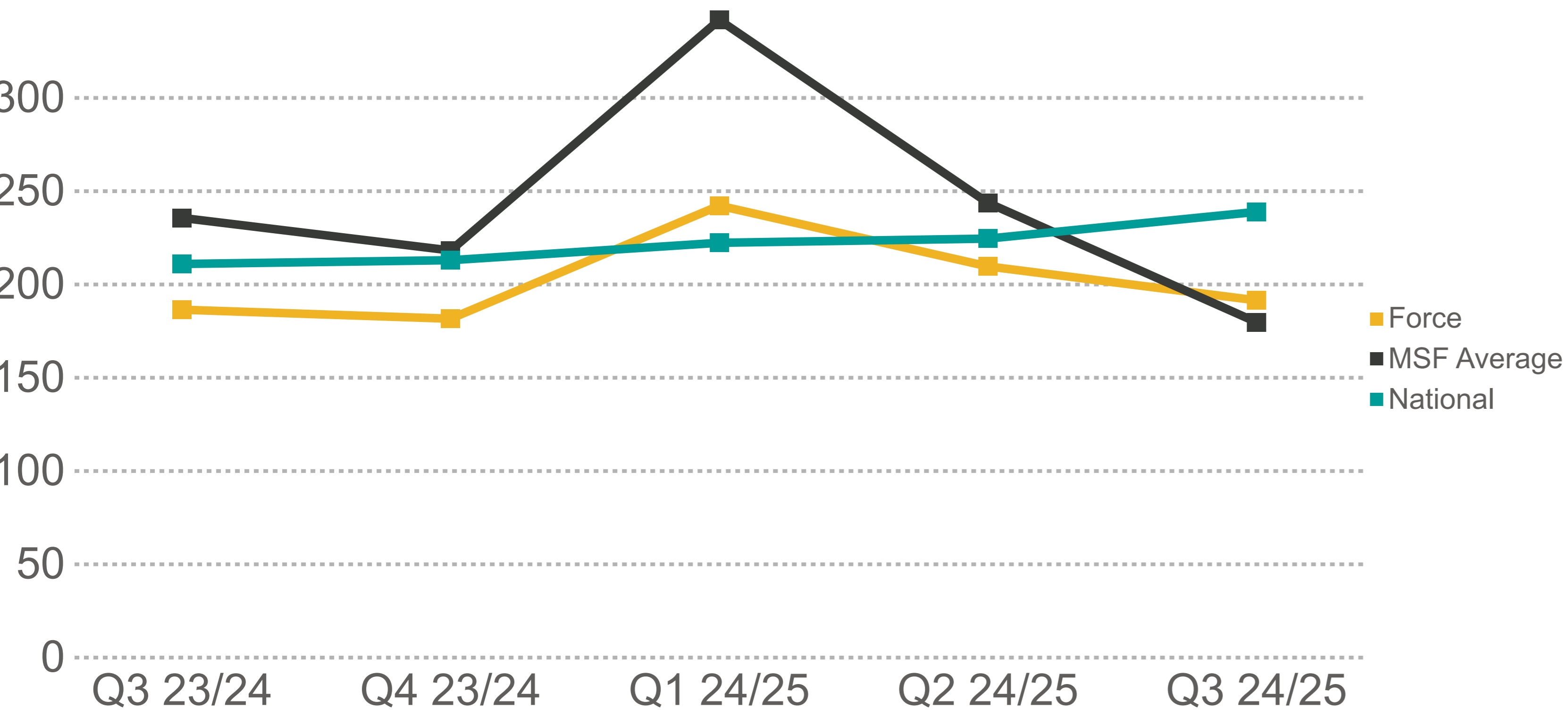
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	231	207	260	315
Under Schedule 3 investigated (not subject to special procedures)	216	232	264	228
Under Schedule 3 - not investigated	120	100	124	120
<b>Total</b>	<b>125</b>	<b>112</b>	<b>149</b>	<b>142</b>

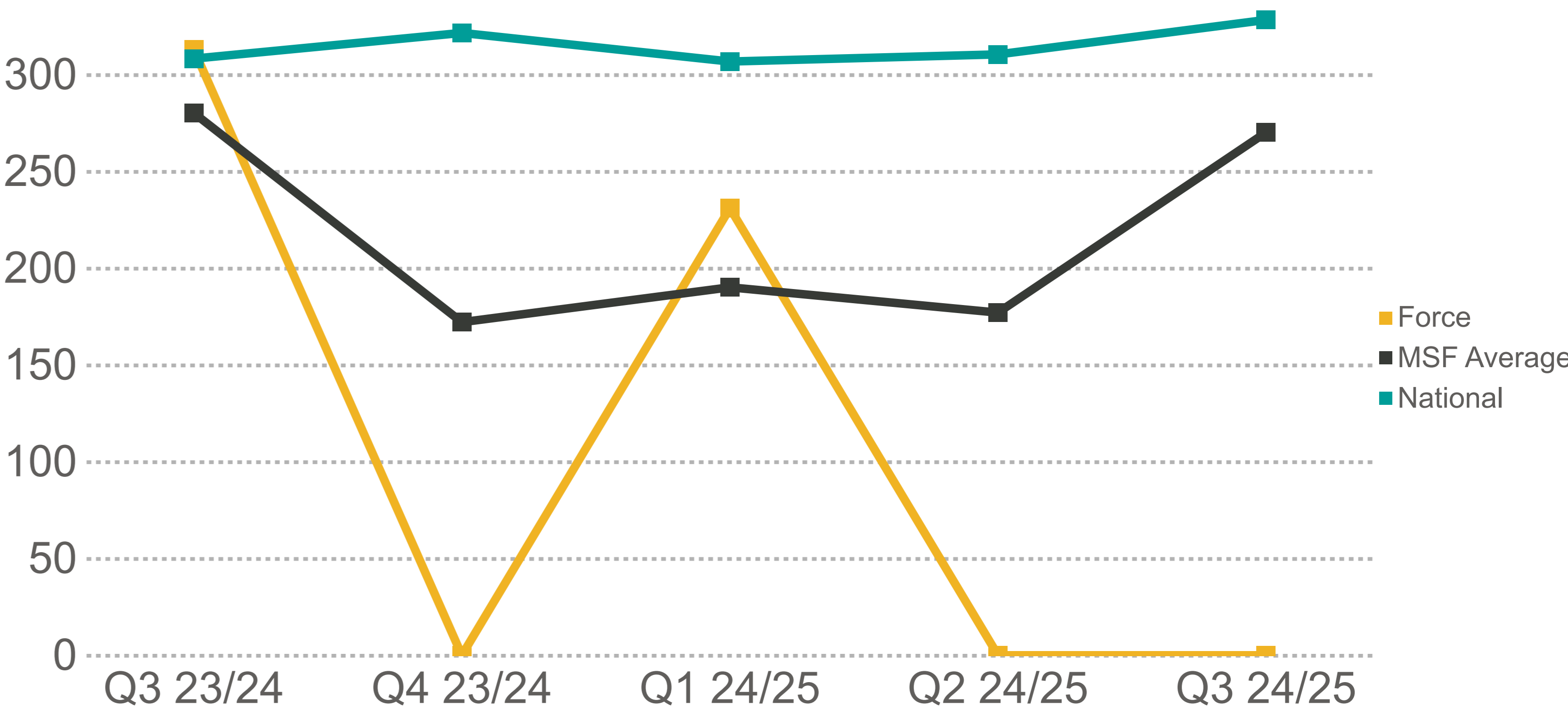
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	424	445	299	19,007
Under Schedule 3 investigated (not subject to special procedures)	19	40	128	3,833
Under Schedule 3 investigated (subject to special procedures)	3	2	7	524
<b>Total</b>	<b>446</b>	<b>487</b>	<b>433</b>	<b>23,364</b>



**Schedule 3 - Investigated (not special procedures)**



**Schedule 3 - Investigated (special procedures)**



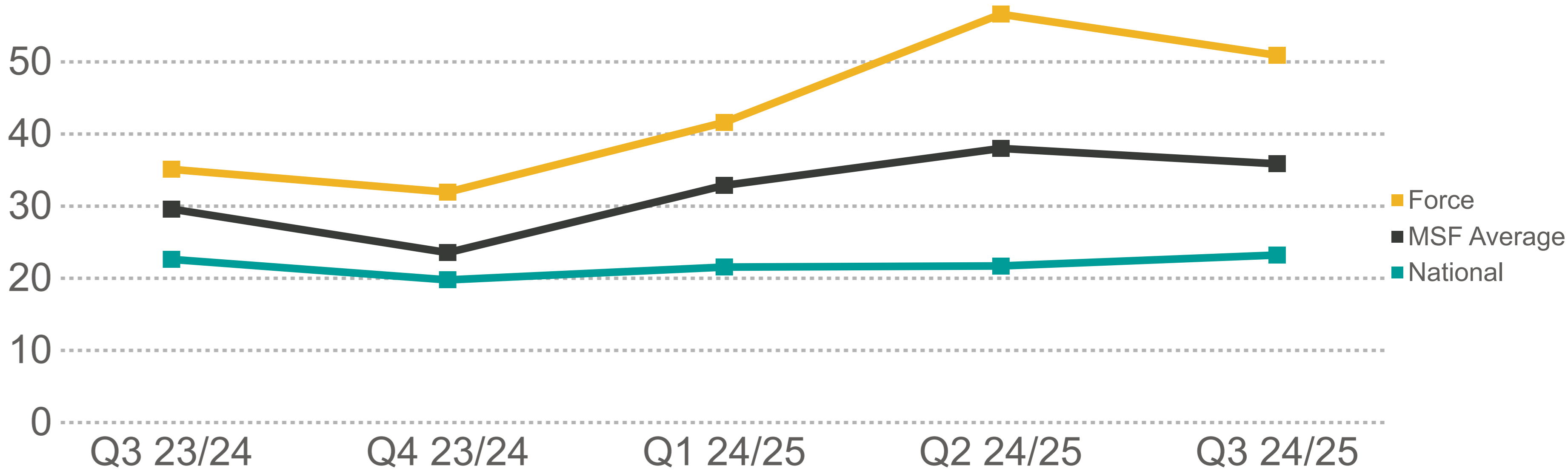
**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

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	473	596	887	43520
Average days to finalise complaint cases handled outside of Schedule 3	49	28	37	22

**Outside Schedule 3**



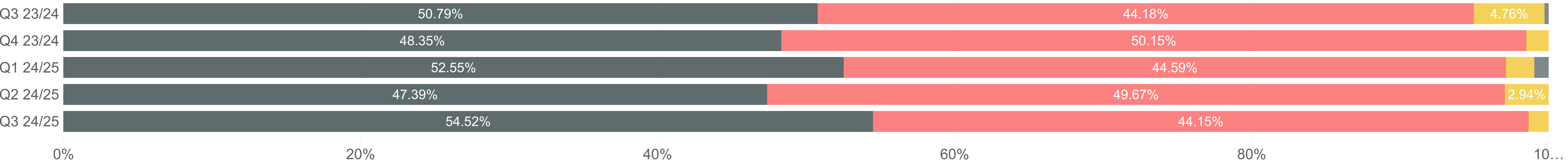
**Section D3: How complaint cases handled**

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 (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	473	51%	596	55%	887	67%	43,520	65%
Under Schedule 3 - not investigated	424	46%	445	41%	299	23%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	19	2%	40	4%	129	10%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	3	0%	2	0%	7	1%	524	1%
<b>Total</b>	<b>919</b>	<b>100%</b>	<b>1,083</b>	<b>100%</b>	<b>1,321</b>	<b>100%</b>	<b>66,885</b>	<b>100%</b>

**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.

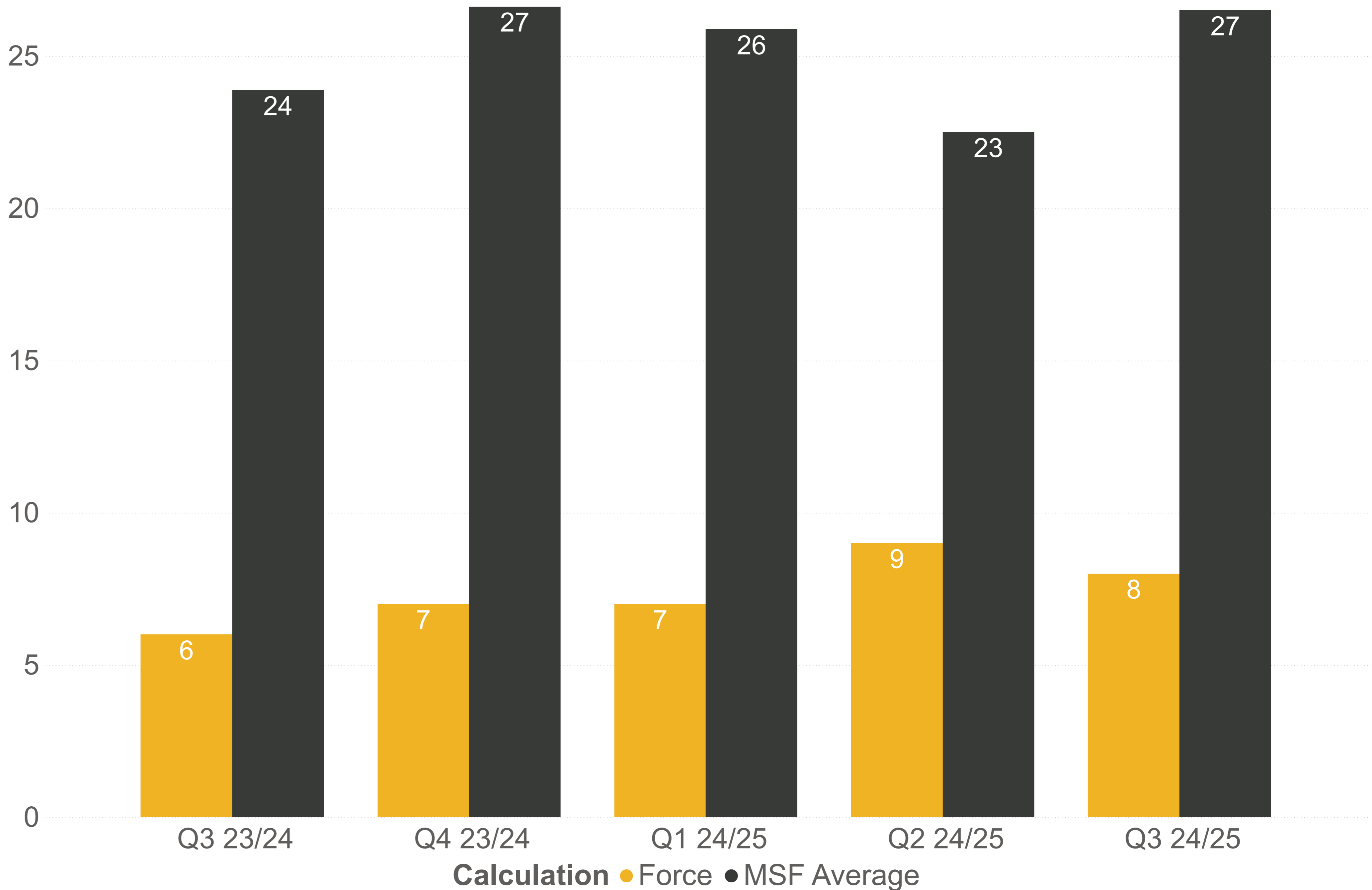
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	24	26	75	5,168
Number referrals completed	21	27	72	5,081
Decision: Independent Investigation	1	1	3	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	6	19	38	2,754
Decision: Return to Force	14	5	30	1,907
Decision: Invalid	0	2	1	116

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Gloucestershire, Surrey, Sussex, Thames Valley, Warwickshire, West Mercia

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