

# Interim Police Complaints Information Bulletin: Greater Manchester



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

**Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire**

## 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, 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**

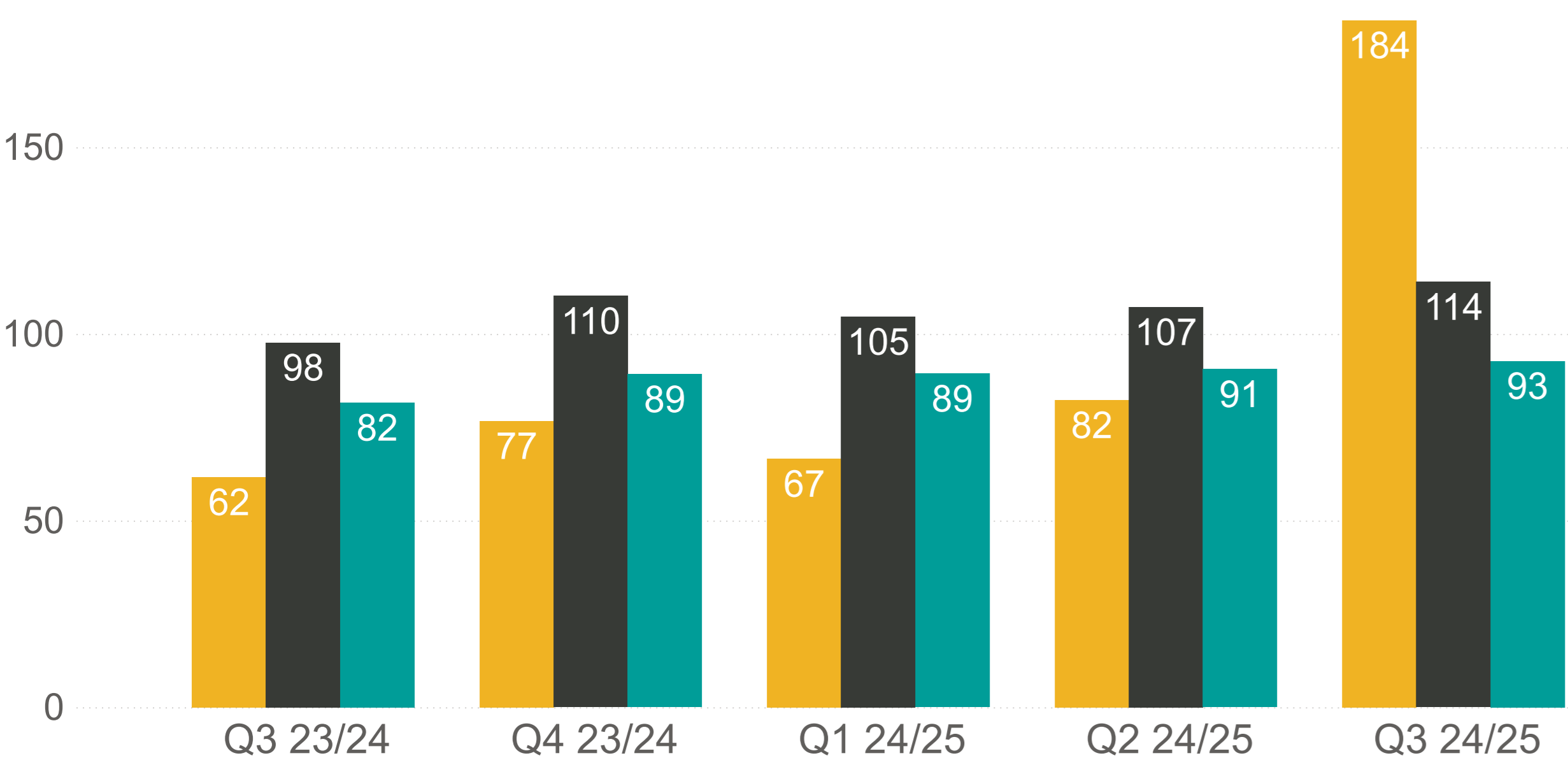
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	4,341	333	11,337	869	4	4
SPLY	2,396	185	6,277	484	8	9
MSF Average	2,377	326	4,364	573	10	6
National	69,504	273	122,348	480	8	7

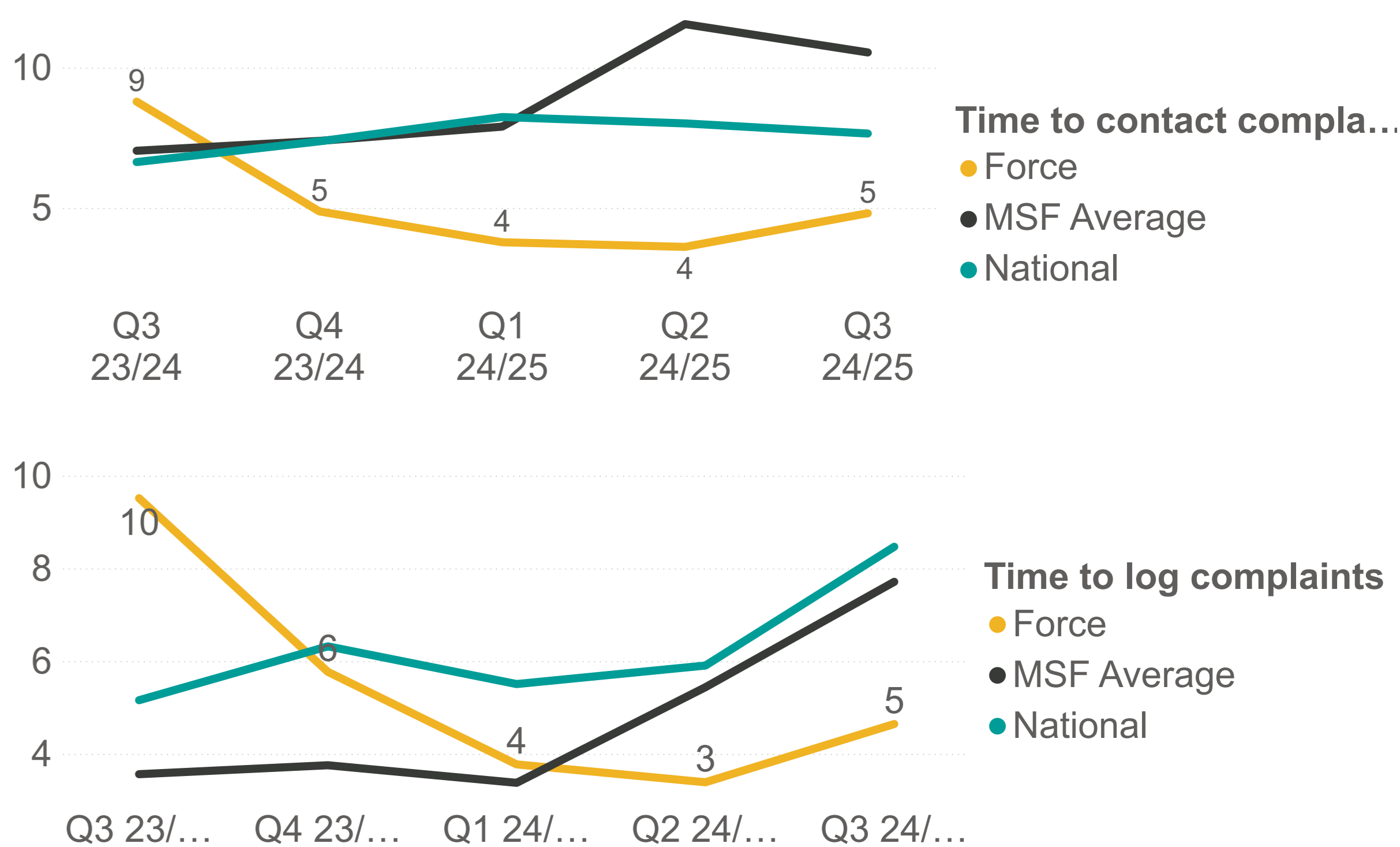
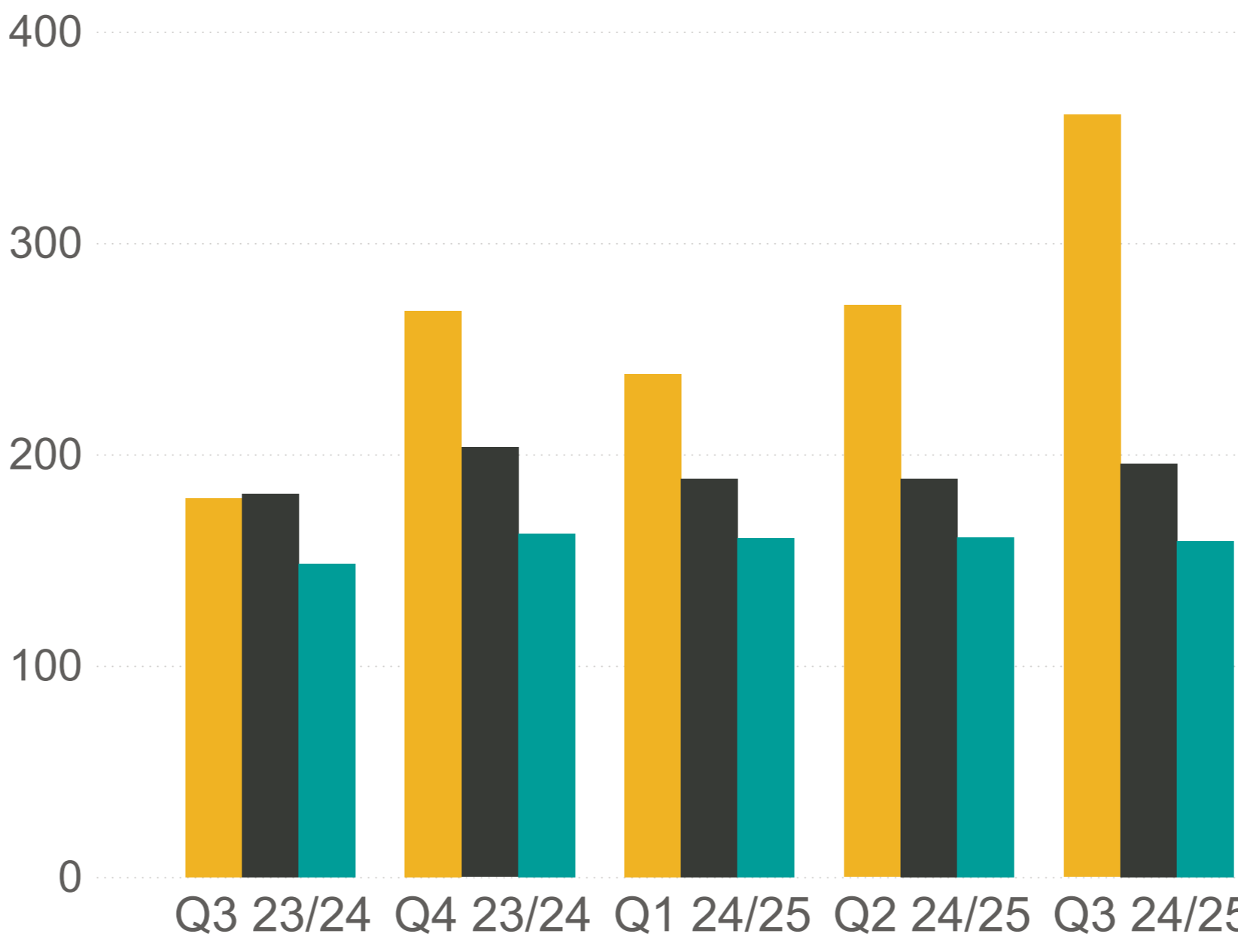
**Complaints logged per 1,000 employees**

● Force ● MSF Average ● National



**Allegations logged per 1,000 employees**

● Force ● MSF Average ● National



**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	706	728	147	9,603
Complainant wishes the complaint be recorded	309	158	251	4,564
Dissatisfaction after initial handling	178	210	101	3,723
Nature of the allegation(s) in the complaint	207	168	230	5,364
<b>Total</b>	<b>1,400</b>	<b>1,264</b>	<b>729</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	50 %	58 %	19 %	41 %
Complainant wishes the complaint be recorded	22 %	13 %	27 %	20 %
Dissatisfaction after initial handling	13 %	17 %	23 %	16 %
Nature of the allegation(s) in the complaint	15 %	13 %	31 %	23 %

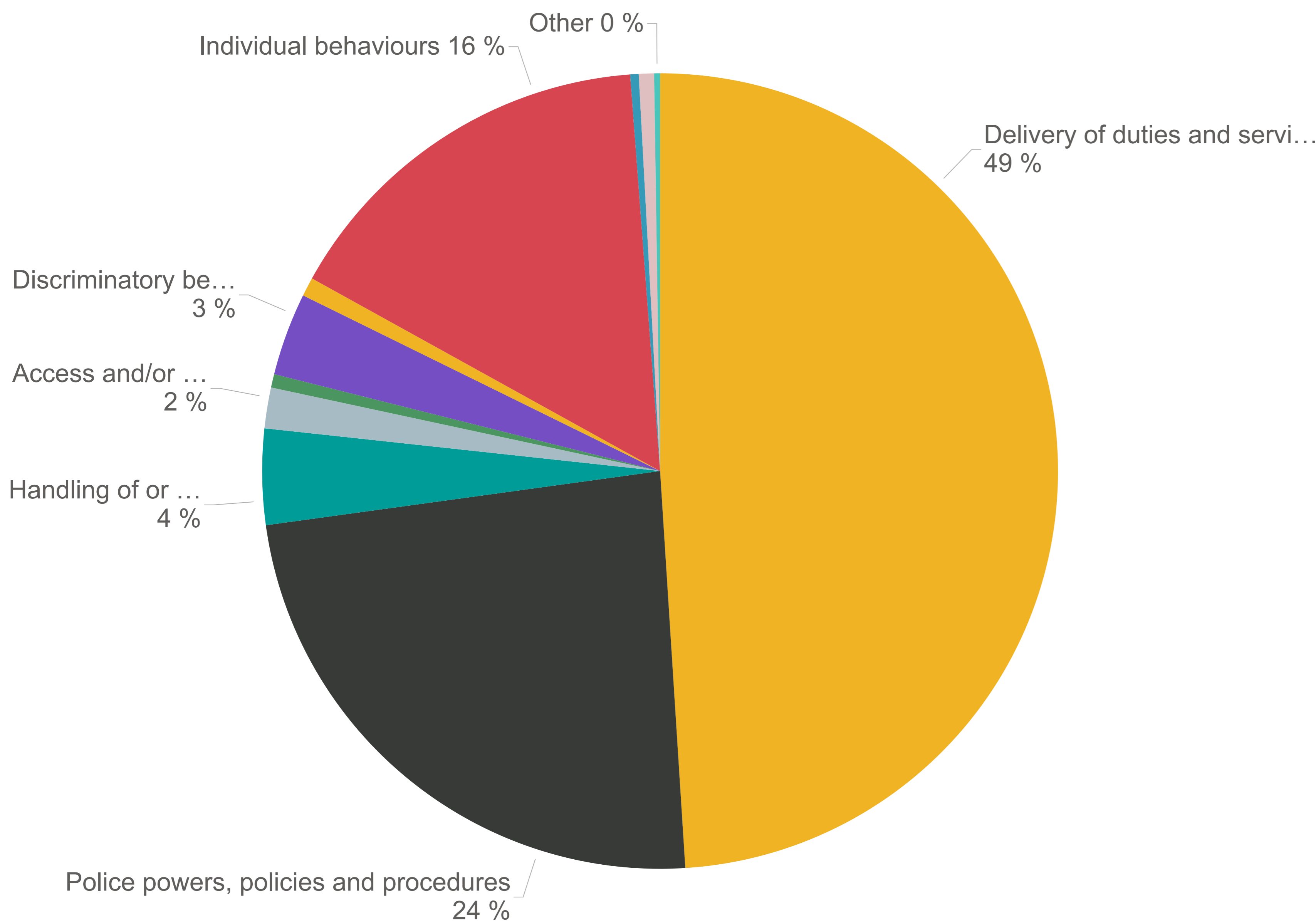
**Section A1.3: Allegations logged – what has been complained about (YTD)**

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.

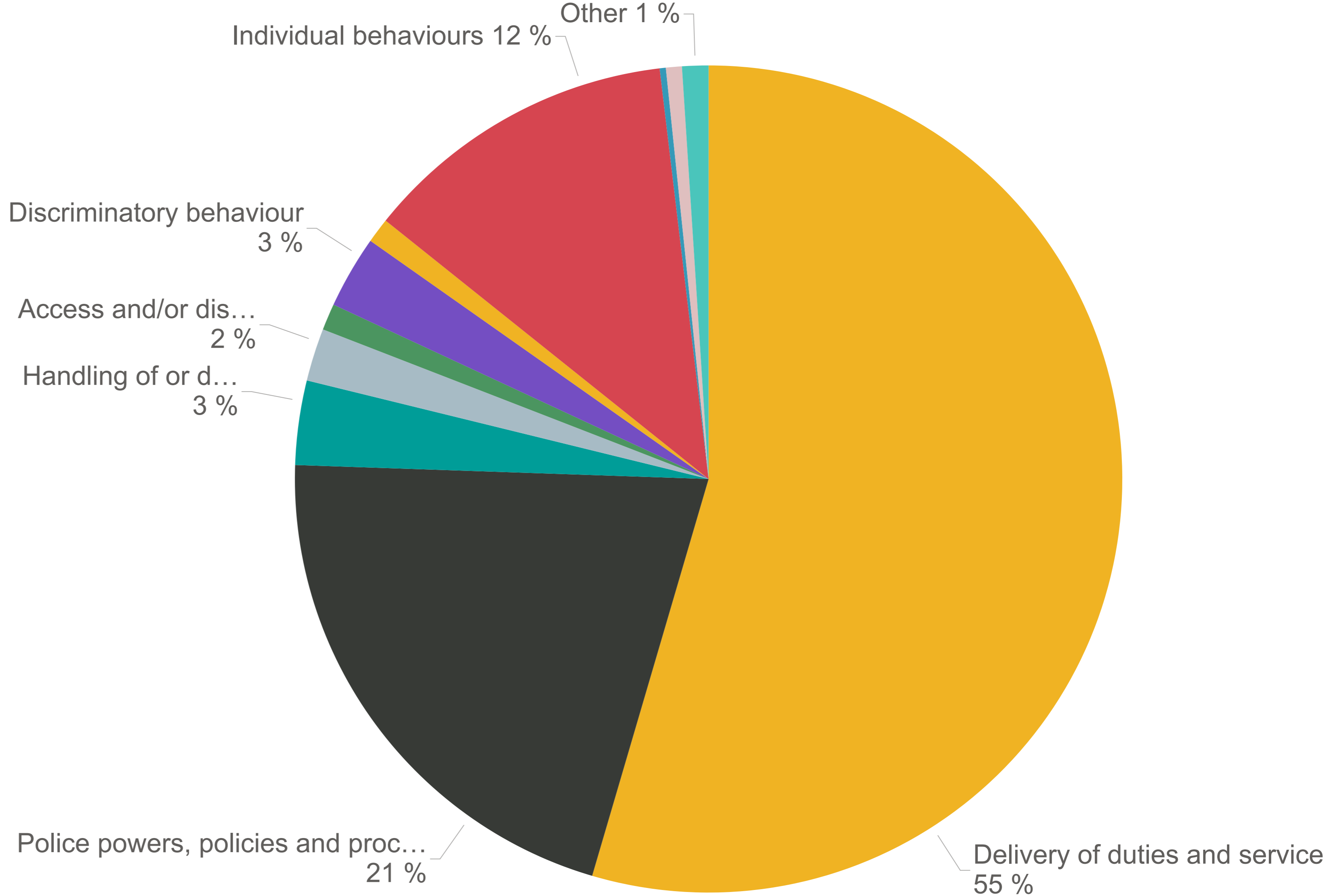
**What has been complained about (YTD)**

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	5,554	2,702	441	188	62	381	87	1,786	39	70	27	11,337
SPLY	2,769	1,545	241	174	72	230	92	1,014	20	95	25	6,277
MSF Average	2,218	927	174	92	42	137	48	645	10	26	44	4,364
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>5,553</b>	<b>49 %</b>	<b>2,769</b>	<b>44 %</b>	<b>2,218</b>	<b>51 %</b>	<b>66,726</b>	<b>55 %</b>	
	Police action following contact	3,472	63 %	1,843	67 %	1,091	43 %	27,618	41 %	
	Information	986	18 %	364	13 %	287	13 %	7,682	12 %	
	Decisions	821	15 %	365	13 %	341	16 %	9,699	15 %	
	General level of service	274	5 %	197	7 %	500	28 %	21,727	33 %	
Police powers, policies and procedures	<b>Total</b>	<b>2,702</b>	<b>24 %</b>	<b>1,545</b>	<b>25 %</b>	<b>927</b>	<b>21 %</b>	<b>25,687</b>	<b>21 %</b>	
	Use of force	743	27 %	575	37 %	273	30 %	6,584	26 %	
	Detention in police custody	434	16 %	244	16 %	142	14 %	3,661	14 %	
	Power to arrest and detain	422	16 %	226	15 %	146	15 %	4,643	18 %	
	Searches of premises and seizure of property	370	14 %	153	10 %	140	16 %	3,261	13 %	
	Other policies and procedures	232	9 %	94	6 %	70	7 %	2,576	10 %	
	Bail, identification and interview procedures	189	7 %	73	5 %	47	5 %	1,489	6 %	
	Evidential procedures	165	6 %	83	5 %	54	6 %	1,861	7 %	
	Stops, and stop and search	131	5 %	93	6 %	48	6 %	1,218	5 %	
	Out of court disposals	15	1 %	4	0 %	8	1 %	393	2 %	
	Information	1	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	<b>Total</b>	<b>1,786</b>	<b>16 %</b>	<b>1,014</b>	<b>16 %</b>	<b>645</b>	<b>14 %</b>	<b>15,132</b>	<b>12 %</b>
		Unprofessional attitude and disrespect	499	28 %	356	35 %	185	30 %	4,272	28 %
		Impolite language / tone	434	24 %	219	22 %	163	26 %	3,890	26 %
Impolite and intolerant actions		385	22 %	187	18 %	128	18 %	2,311	15 %	
Overbearing or harassing behaviours		283	16 %	170	17 %	102	15 %	2,570	17 %	
Lack of fairness and impartiality		185	10 %	82	8 %	67	10 %	2,089	14 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>435</b>	<b>4 %</b>	<b>241</b>	<b>4 %</b>	<b>174</b>	<b>4 %</b>	<b>3,932</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	435	99 %	241	100 %	174	100 %	3,931	98 %	
Discriminatory behaviour	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
	<b>Total</b>	<b>381</b>	<b>3 %</b>	<b>230</b>	<b>4 %</b>	<b>137</b>	<b>3 %</b>	<b>3,476</b>	<b>3 %</b>	
	Race	175	46 %	127	55 %	63	46 %	1,655	48 %	
	Disability	95	25 %	42	18 %	27	20 %	663	19 %	
	Sex	65	17 %	31	13 %	24	14 %	561	16 %	
	Other	19	5 %	12	5 %	12	9 %	316	9 %	
	Religion or belief	15	4 %	6	3 %	4	3 %	84	2 %	
	Sexual orientation	8	2 %	7	3 %	4	4 %	105	3 %	
	Age	3	1 %	0	0 %	1	3 %	53	2 %	
	Marriage and civil partnership	1	0 %	0	0 %	0	0 %	2	0 %	
	Gender reassignment	0	0 %	5	2 %	2	2 %	36	1 %	
	Pregnancy and maternity	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	4,514	40 %	2,500	40 %	1,613	35 %	46,292	38 %
None	2,042	18 %	605	10 %	650	16 %	22,863	19 %
Arrest	1,774	16 %	1,634	26 %	635	14 %	15,683	13 %
Domestic / gender abuse	1,289	11 %	866	14 %	323	6 %	6,828	6 %
VAWG - dissatisfaction handling	1,097	10 %	786	13 %	277	5 %	5,179	4 %
Neighbourhood policing	941	8 %	457	7 %	227	4 %	5,699	5 %
Custody	792	7 %	601	10 %	282	6 %	7,020	6 %
Roads/traffic	762	7 %	548	9 %	291	7 %	7,298	6 %
Mental health	579	5 %	789	13 %	181	3 %	3,667	3 %
Premises search	387	3 %	246	4 %	145	4 %	2,989	2 %
Stop and/or search	360	3 %	251	4 %	110	3 %	2,543	2 %
Call Handling	301	3 %	161	3 %	154	4 %	5,209	4 %
Child protection / CSA / CSE	279	2 %	182	3 %	84	2 %	2,199	2 %
Restraint equipment	228	2 %	226	4 %	65	1 %	1,321	1 %
Drugs / alcohol	194	2 %	297	5 %	69	1 %	1,408	1 %
VAWG - police perpetrated	178	2 %	308	5 %	42	1 %	848	1 %
Death	109	1 %	119	2 %	41	1 %	1,105	1 %
Public order incident	95	1 %	155	2 %	42	1 %	972	1 %
Social media	84	1 %	97	2 %	29	1 %	506	0 %
Fraud	68	1 %	62	1 %	20	0 %	779	1 %
Missing persons	65	1 %	69	1 %	33	1 %	771	1 %
Firearms	51	0 %	41	1 %	15	0 %	559	0 %
Hate Crime	48	0 %	51	1 %	29	1 %	699	1 %
Serious injury	39	0 %	77	1 %	15	0 %	256	0 %
Taser	28	0 %	13	0 %	7	0 %	146	0 %
Covert policing	10	0 %	2	0 %	3	0 %	66	0 %
VAWG - police victim	3	0 %	8	0 %	4	0 %	107	0 %
Unknown	2	0 %	12	0 %	0	0 %	23	0 %
Police dogs or horses	1	0 %	1	0 %	2	0 %	76	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 %	1	0 %	0	0 %	0	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 %	1	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	2	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	3	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	Discriminatory behaviour	Individual behaviours
VAWG - police victim	0	2	0	1	0
VAWG - police perpetrated	21	61	1	6	36
VAWG - dissatisfaction handling	834	116	1	15	113
Unknown	0	1	0	0	1
Taser	3	21	0	0	4
Stop and/or search	52	191	15	28	67
Social media	28	13	1	16	13
Serious injury	13	23	0	0	1
Roads/traffic	285	198	40	28	145
Restraint equipment	9	194	1	4	19
Public order incident	22	39	1	21	9
Premises search	65	201	58	3	54
Police dogs or horses	1	0	0	0	0
None	882	313	122	70	508
Neighbourhood policing	565	161	15	22	148
Missing persons	33	12	3	0	15
Mental health	225	142	13	41	133
Investigation	3,247	524	144	96	393
Hate Crime	34	3	0	9	2
Fraud	58	1	0	1	6
Firearms	22	16	5	2	3
Drugs / alcohol	62	89	10	3	18
Domestic / gender abuse	775	230	18	55	163
Death	55	16	8	1	20
Custody	86	563	20	33	67
Covert policing	1	0	0	0	7
Child protection / CSA / CSE	167	46	5	4	48
Call Handling	159	5	0	16	115
Arrest	340	995	80	66	234
<b>Total</b>	<b>5,536</b>	<b>2,687</b>	<b>440</b>	<b>378</b>	<b>1,775</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	259	68	0	320
Q4 23/24	327	107	0	433
Q1 24/25	300	67	1	362
Q2 24/25	304	51	1	348
Q3 24/25	493	60	1	546
<b>Total</b>	<b>1,683</b>	<b>353</b>	<b>3</b>	<b>2,009</b>

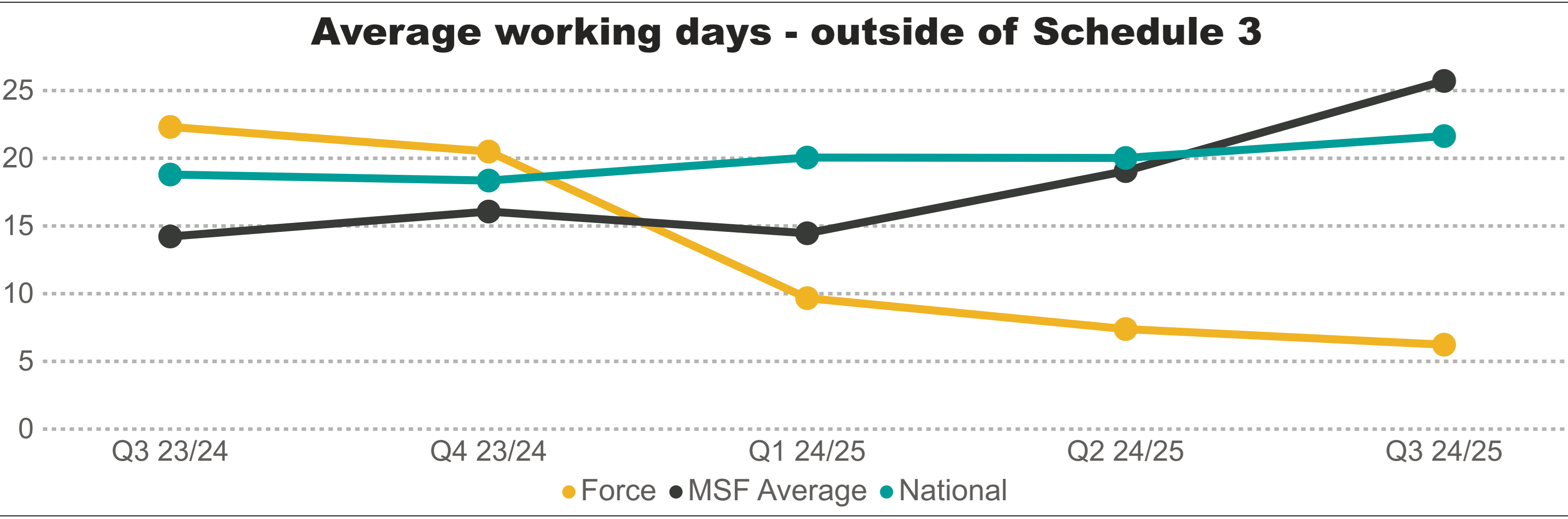
**Section A2: Allegations timeliness**

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.

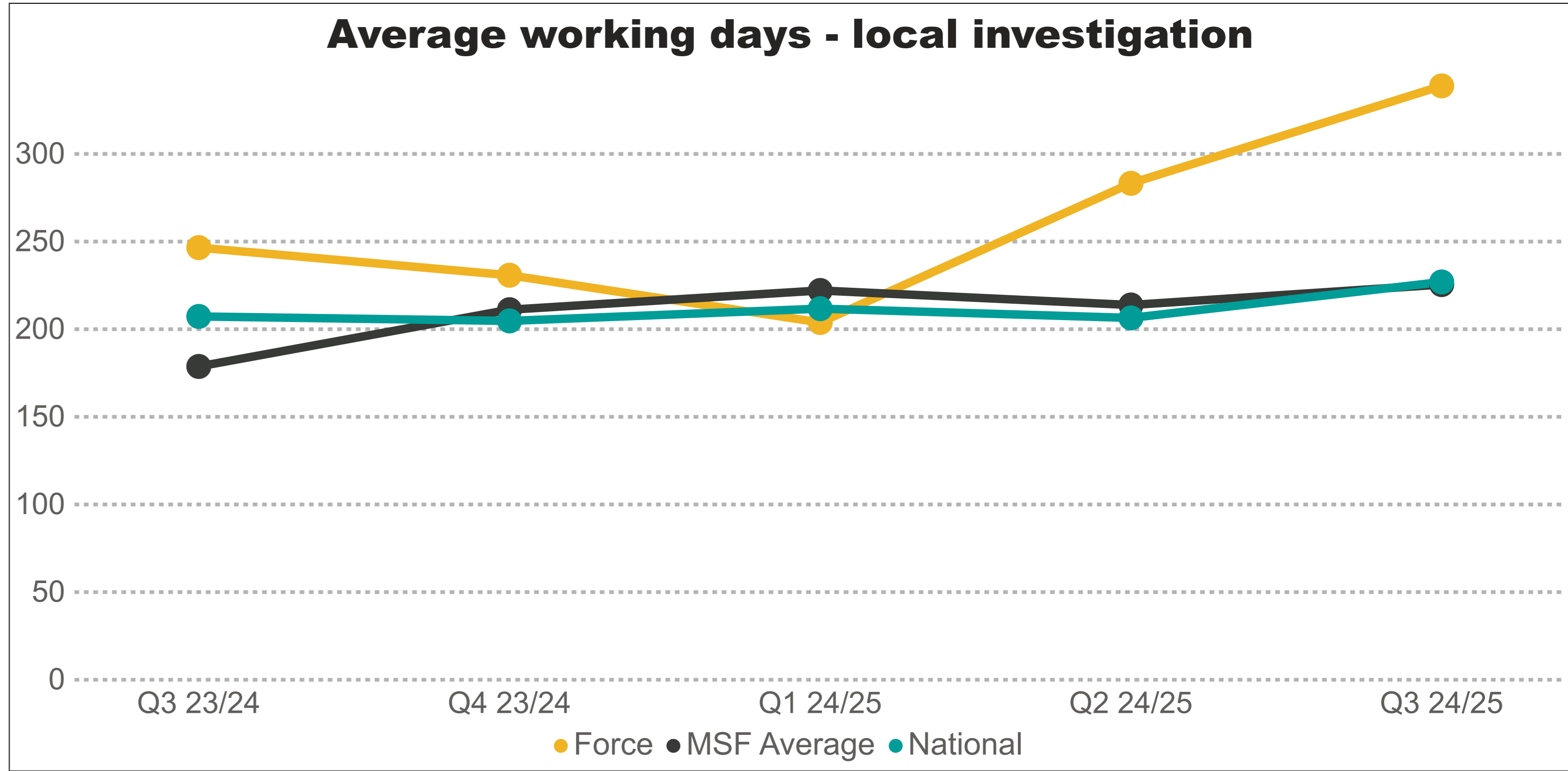
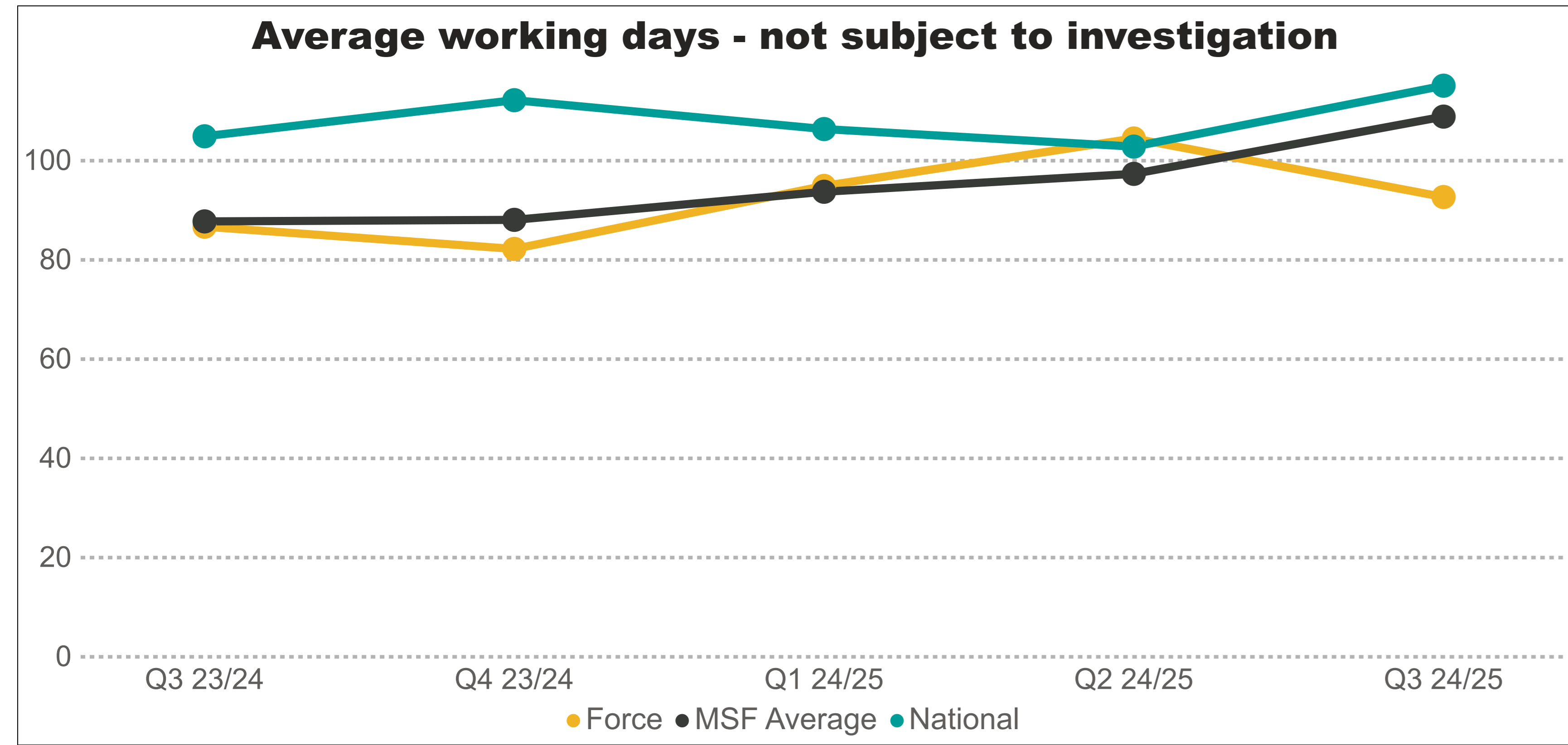
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	4,645	7	6,422	98	513	278	24	193
SPLY	1,898	29	2,850	80	232	247	33	259
MSF Average	1,939	19	1,860	99	346	227	9	449
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	0	130
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.

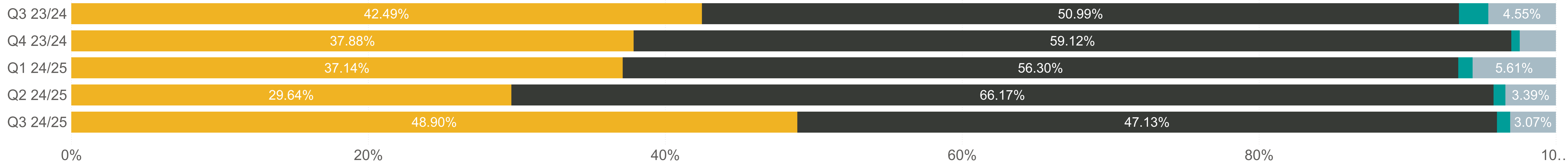
The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside 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)	435	4 %	325	8 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	102	1 %	30	1 %	1,408	1 %
Under Schedule 3 - not investigated	6,422	55 %	1860	40 %	53,990	45 %
Outside of Schedule 3	4,645	40 %	1939	51 %	51,937	43 %
<b>Total</b>	<b>11,604</b>	<b>100 %</b>	<b>4153</b>	<b>100 %</b>	<b>119,427</b>	<b>100 %</b>

**Force: percent of allegations finalised by handling method**

Handling Method • 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)



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					259	4 %	4,006	7 %	3	3 %	22	2 %	19	4 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					925	14 %	4,930	9 %	2	2 %	18	1 %	39	9 %	1,148	9 %
Service provided - not acceptable					1064	17 %	7,176	13 %	1	1 %	43	3 %	33	8 %	1,461	12 %
Service provided - acceptable					4094	64 %	36,299	67 %	18	18 %	199	14 %	301	69 %	8,649	72 %
Not Resolved	164	4 %	2,767	5 %												
Resolved	4481	96 %	49,169	95 %												
No Case to Answer									54	53 %	796	57 %				
Case to Answer									19	19 %	301	21 %				
Withdrawal					80	1 %	1,501	3 %	5	5 %	26	2 %	43	10 %	332	3 %



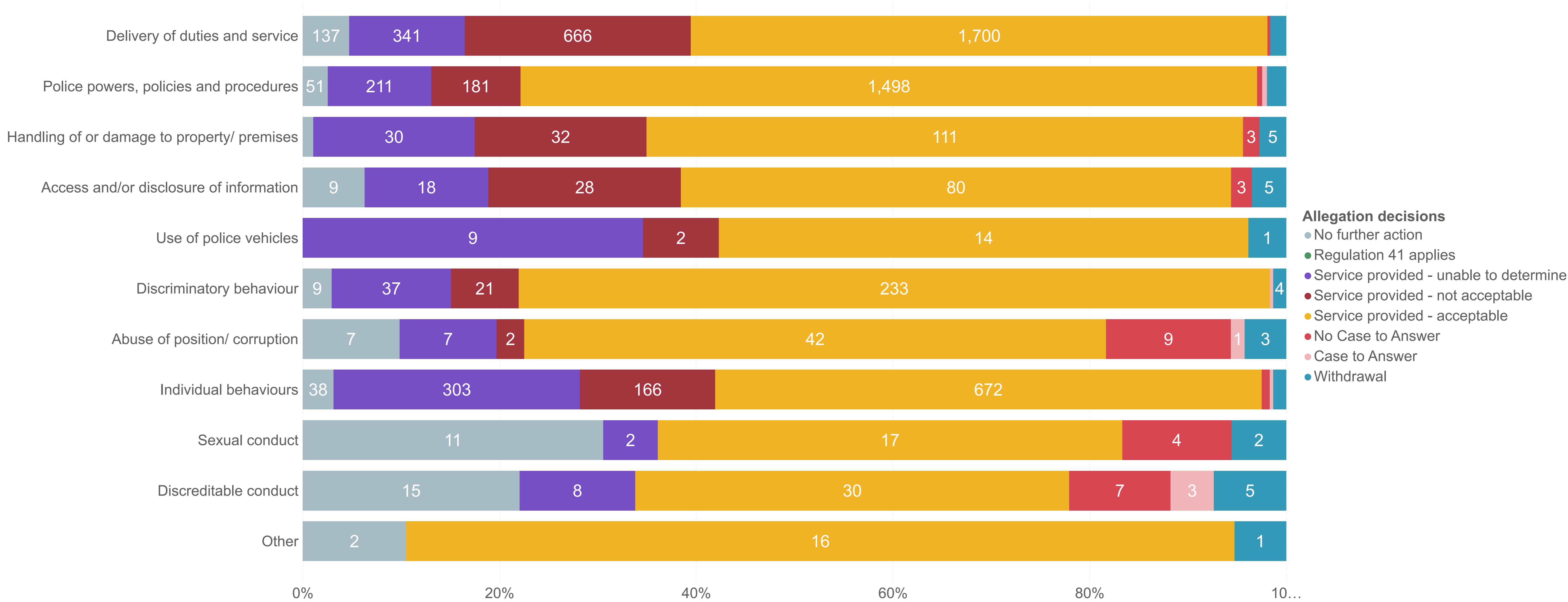
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	2,731	669	281	54	33	75	7	616	1	5	9	4,481
Not Resolved	76	26	8	13	5	5	0	26	1	0	4	164

**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 %	5	0 %	2	0 %	199	0 %
Learning from reflection	10	0 %	35	2 %	31	2 %	1,462	3 %
Policy review	0	0 %	1	0 %	0	0 %	48	0 %
Goodwill gesture	2	0 %	1	0 %	1	0 %	80	0 %
Apology	522	11 %	110	6 %	141	10 %	4,995	10 %
Debrief	72	2 %	119	6 %	19	1 %	436	1 %
Explanation	1,580	34 %	574	30 %	1,091	62 %	32,190	62 %
No further action	362	8 %	300	16 %	200	10 %	5,660	11 %
Other action	2,096	45 %	751	40 %	426	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	5	0 %	2	0 %	11	1 %	586	1 %
Apology	254	4 %	209	7 %	80	3 %	2,663	4 %
Debrief	1,759	25 %	259	8 %	230	3 %	1,928	3 %
Explanation	4,549	65 %	2,374	76 %	1,489	68 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	27	0 %
No further action	215	3 %	159	5 %	255	16 %	14,539	22 %
Other action	14	0 %	23	1 %	10	1 %	670	1 %
Learning from reflection	125	2 %	59	2 %	112	7 %	3,600	5 %
Referral to RPRP	17	0 %	19	1 %	16	1 %	1,026	2 %

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

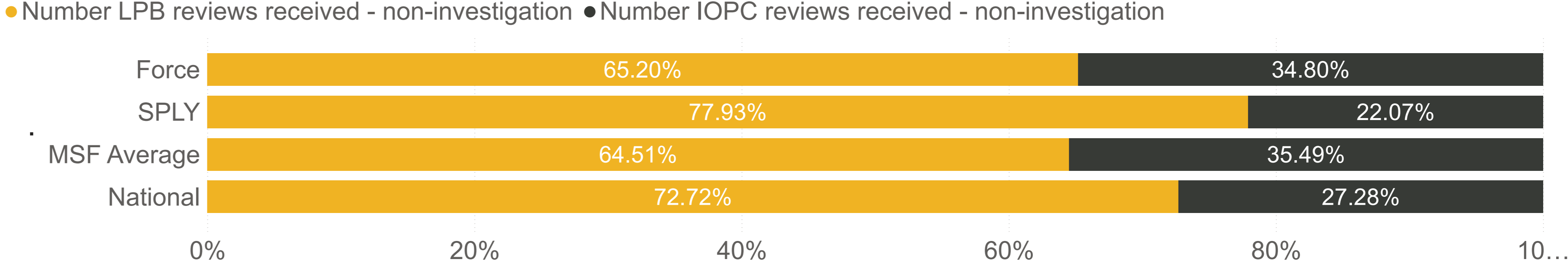
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	13	13 %	7	10 %	3	6 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	3	3 %	1	1 %	1	4 %	93	7 %
Referral to RPRP	16	16 %	16	23 %	4	13 %	230	16 %

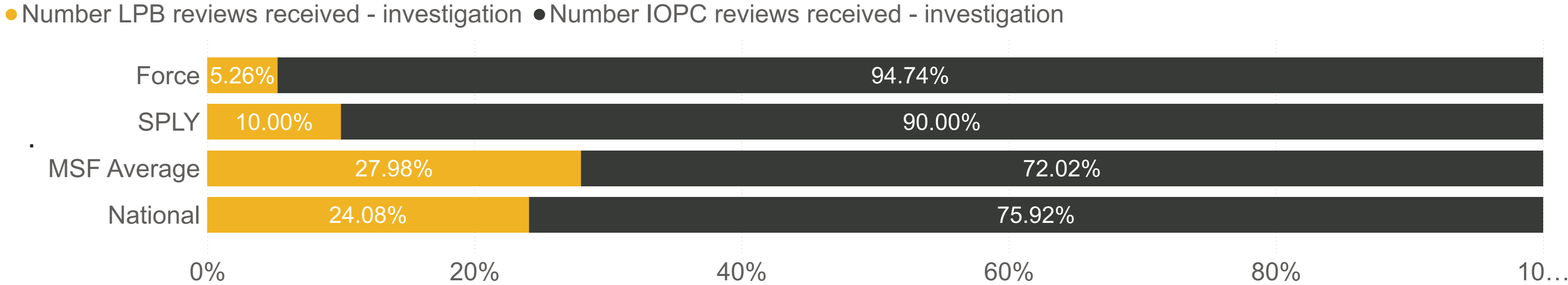
**Section C1: Reviews received and timeliness (Year to date)**

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	193	103
SPLY	173	49
MSF Average	83	46
National	2,868	1,076

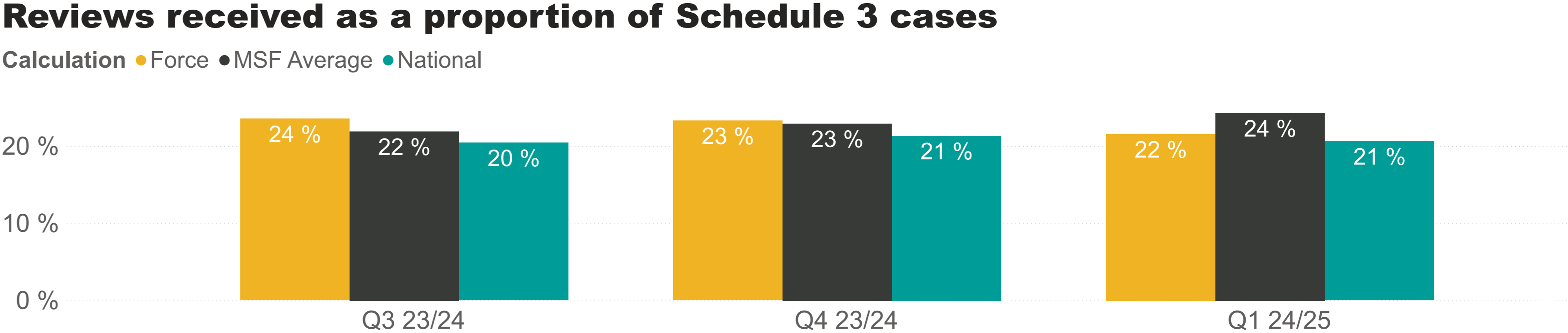


Investigation reviews received	LPB	IOPC
Force	1	18
SPLY	2	18
MSF Average	8	20
National	230	725



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	315	1,540
SPLY	242	1,238
MSF Average	157	746
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	12	113	20	48
Average number of working days to complete IOPC reviews	127	94	126	137

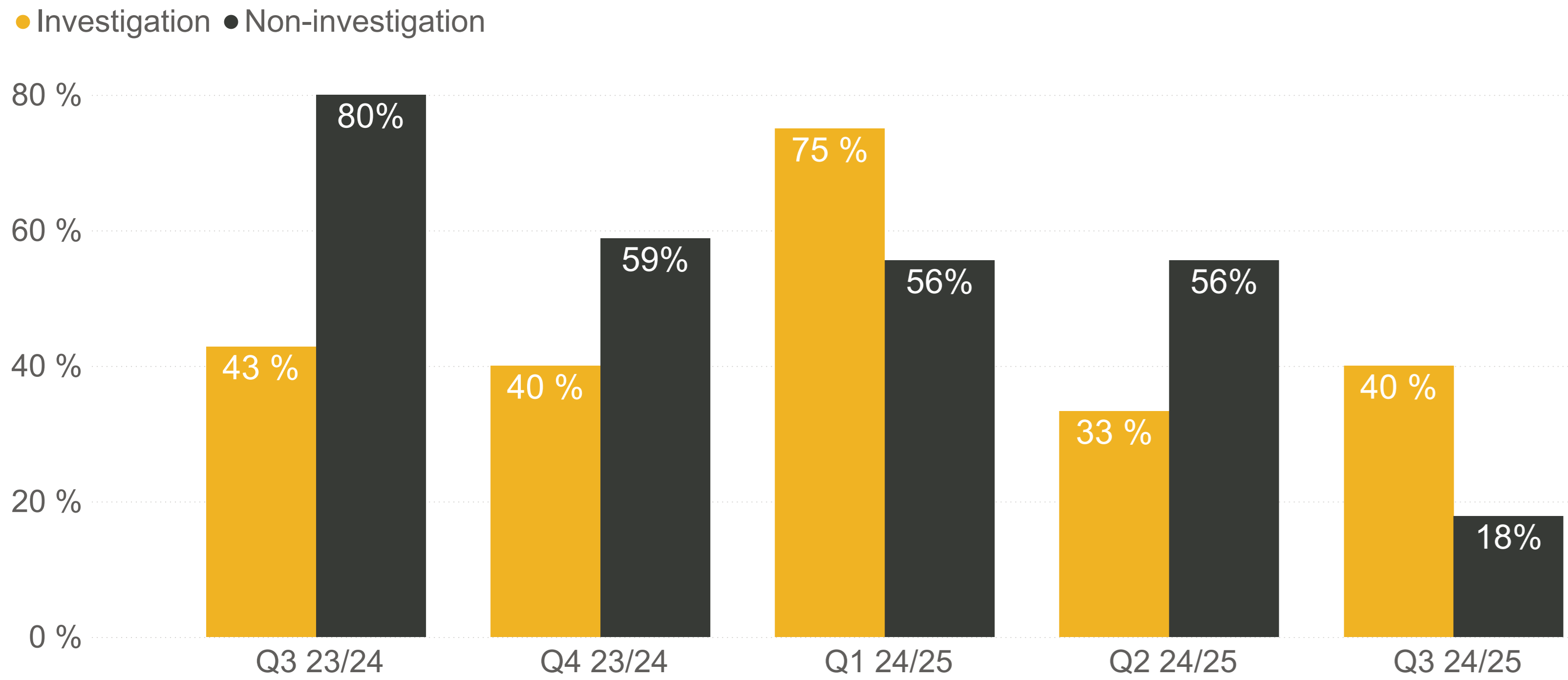
**Section C2: Outcomes on reviews**

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.

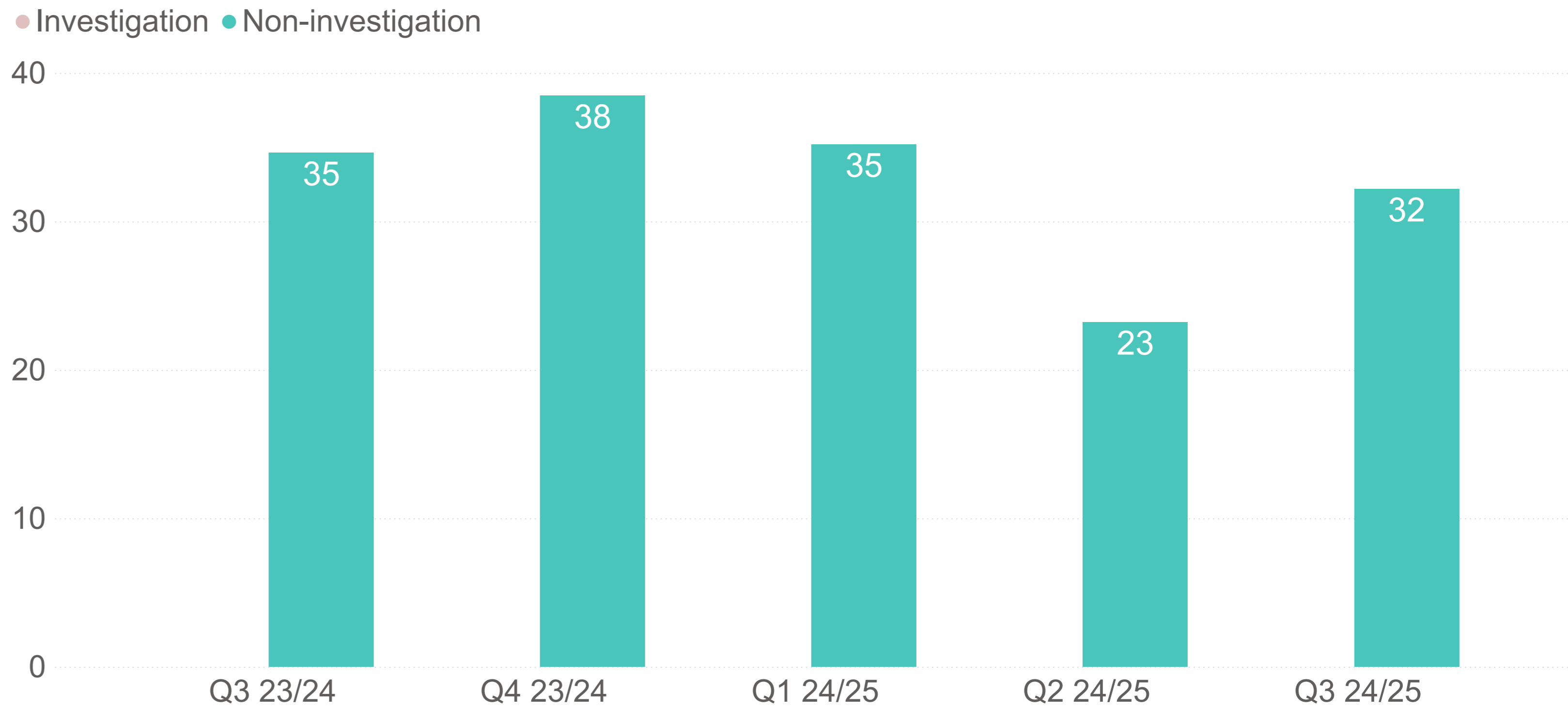
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	20	9	1	
SPLY	17	8	0	
MSF Average	17	5	7	7
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	55	20	197	60
SPLY	31	21	331	95
MSF Average	34	11	76	20
National	729	226	2,774	578

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



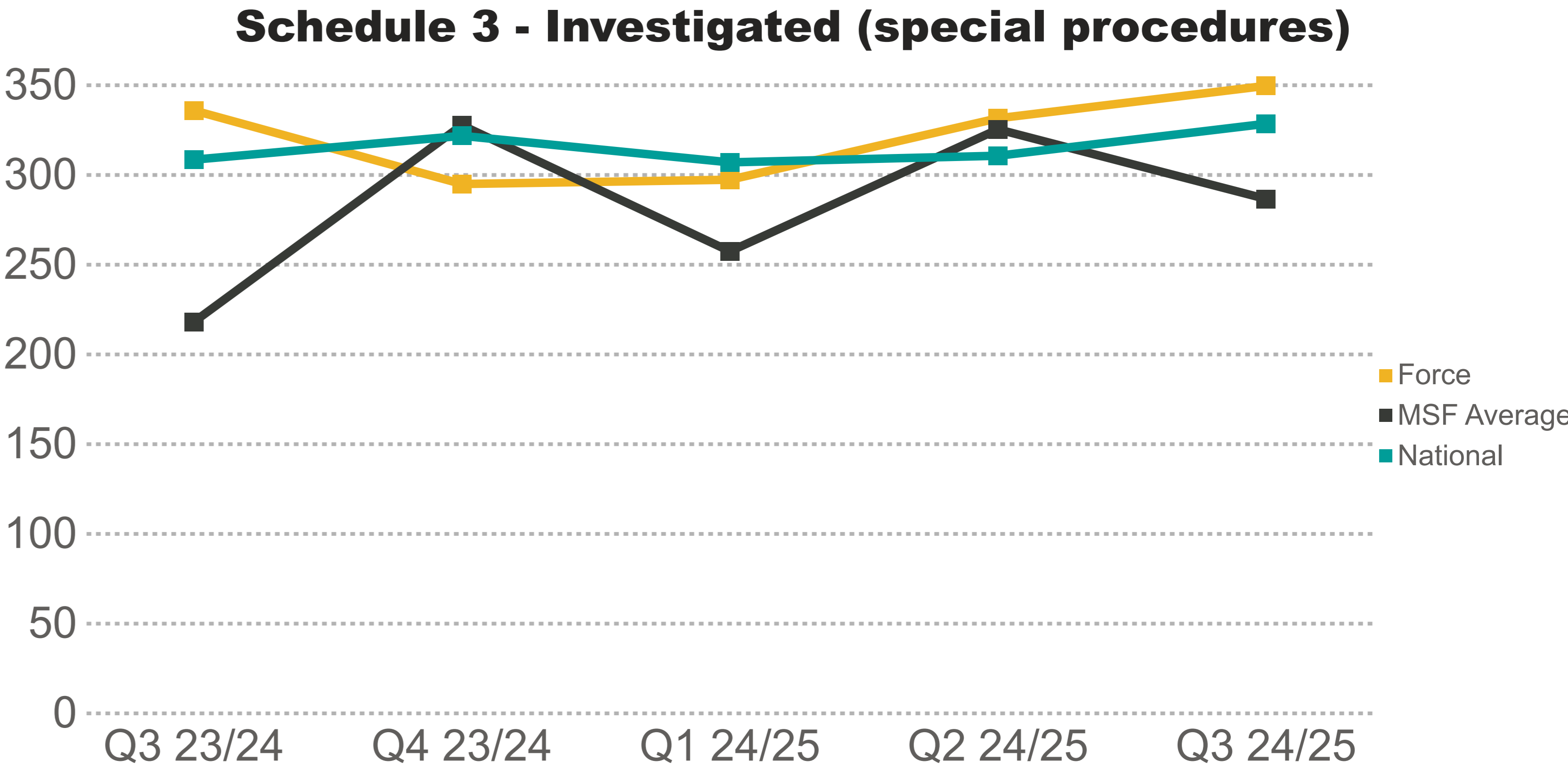
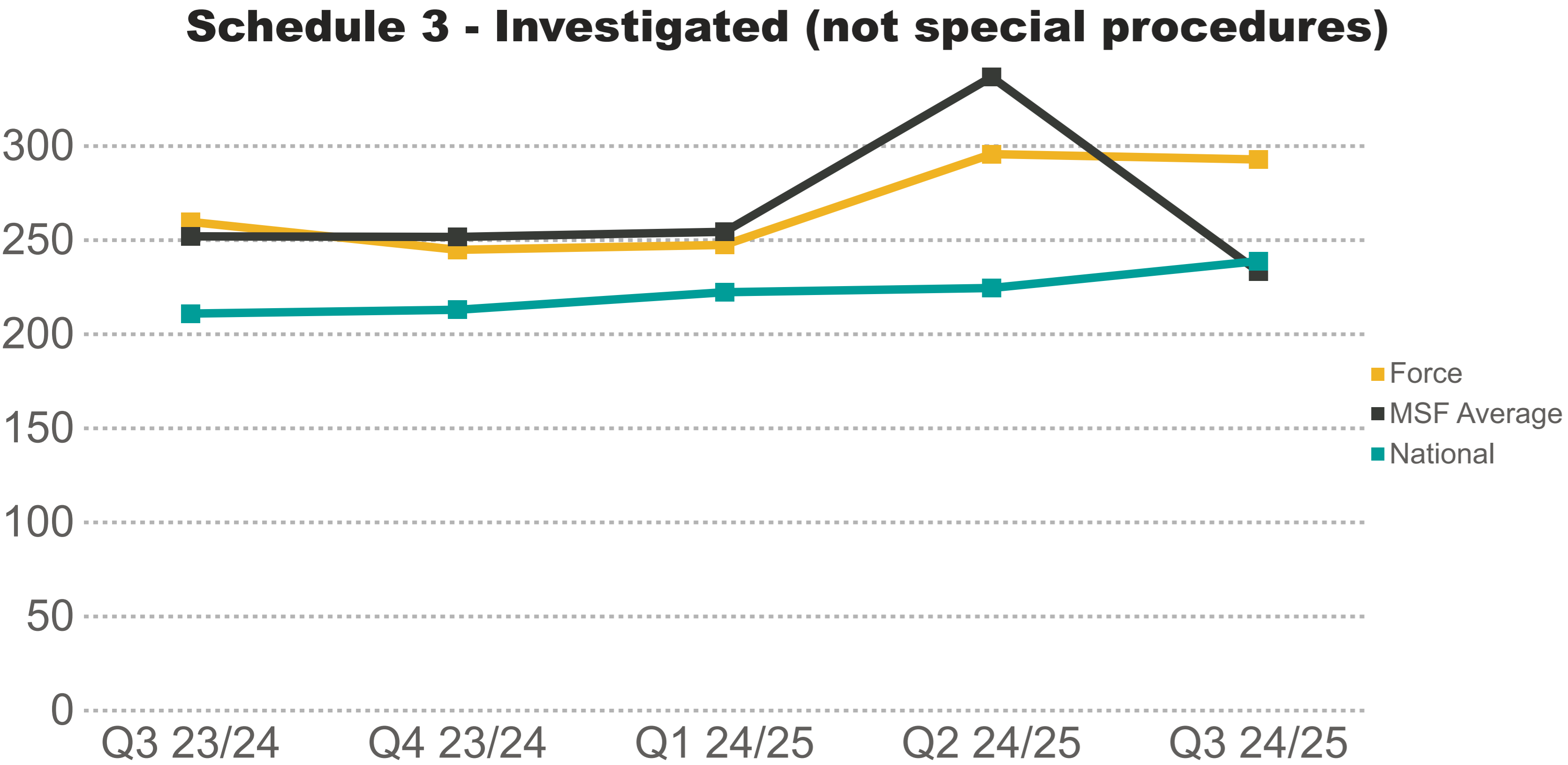
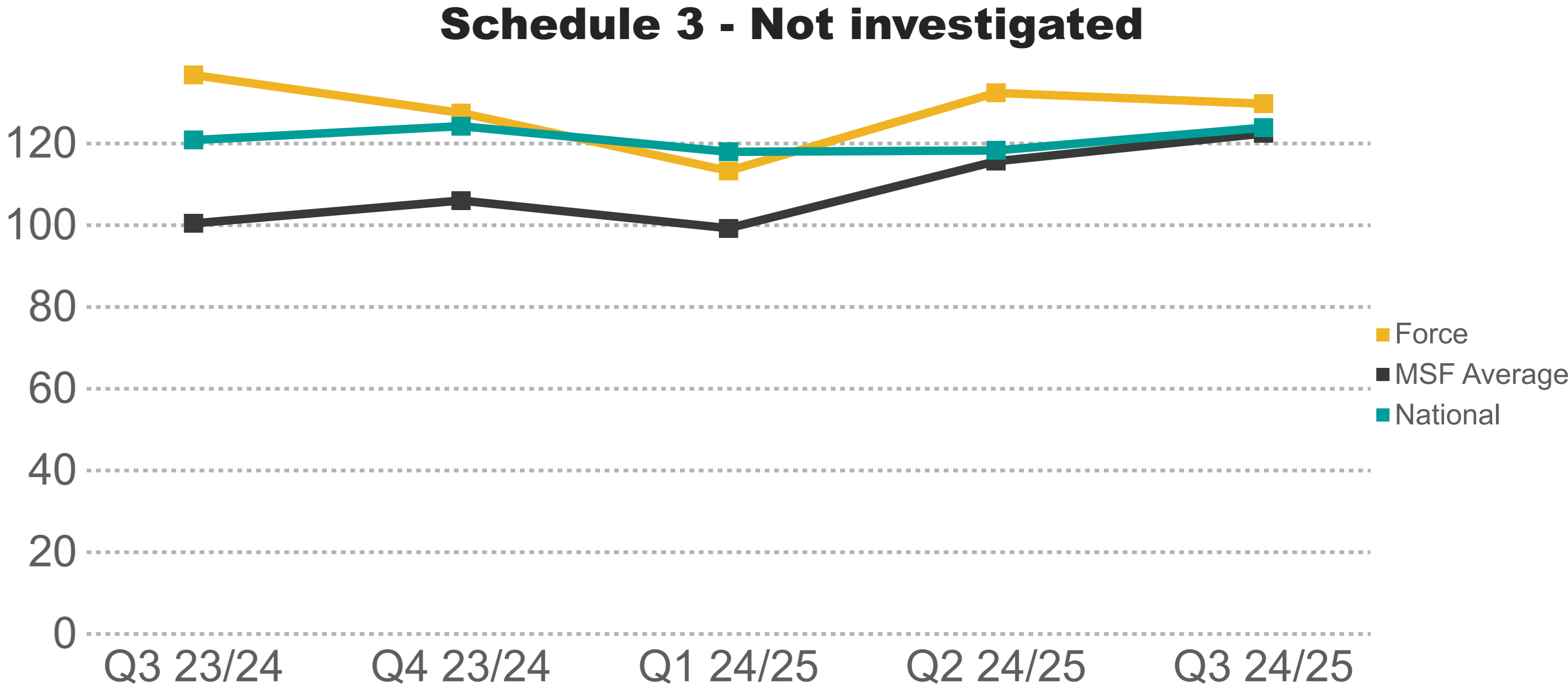
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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)	326	416	316	315
Under Schedule 3 investigated (not subject to special procedures)	275	258	290	228
Under Schedule 3 - not investigated	126	141	109	120
<b>Total</b>	<b>139</b>	<b>151</b>	<b>138</b>	<b>142</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,419	1,157	620	19,007
Under Schedule 3 investigated (not subject to special procedures)	89	64	114	3,833
Under Schedule 3 investigated (subject to special procedures)	32	17	12	524
<b>Total</b>	<b>1,540</b>	<b>1,238</b>	<b>746</b>	<b>23,364</b>



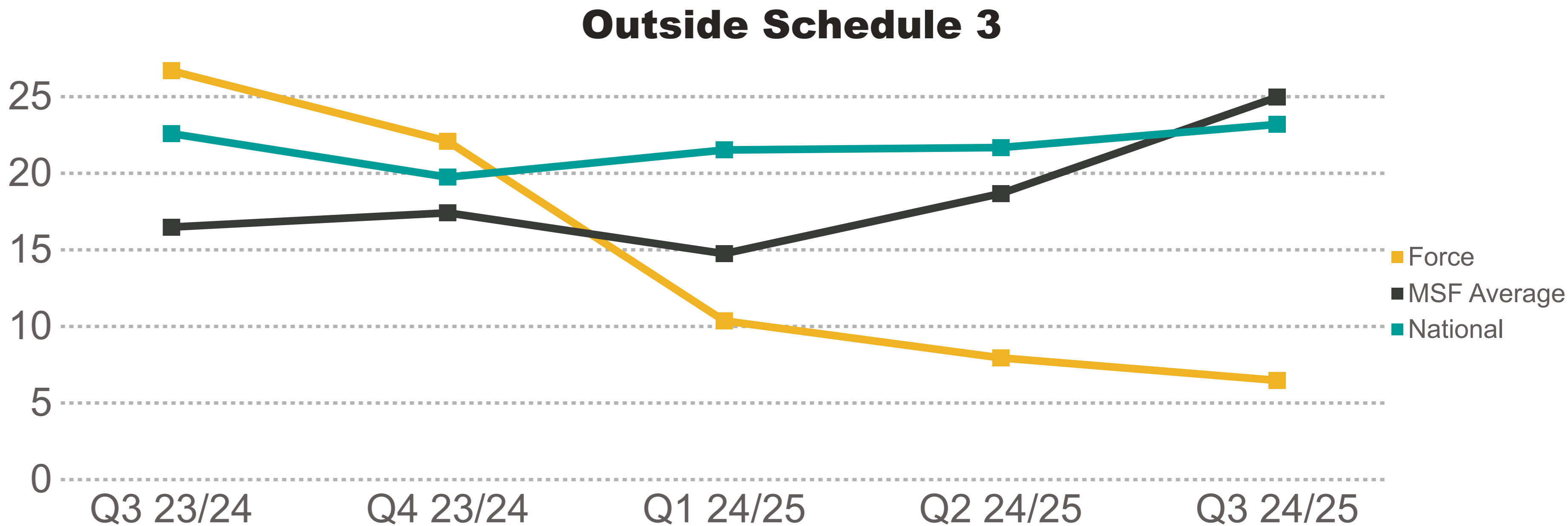
**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

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	2916	1184	1497	43520
Average days to finalise complaint cases handled outside of Schedule 3	7	31	19	22



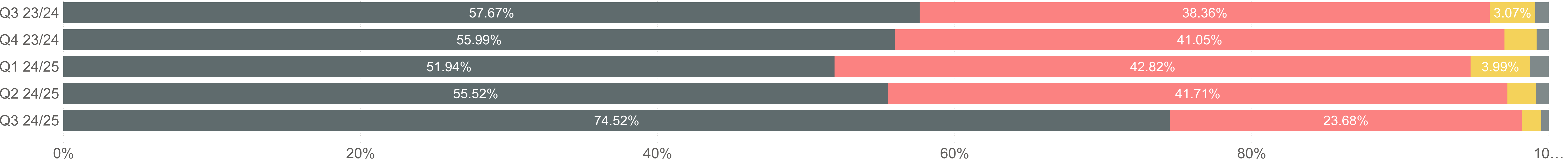
**Section D3: How complaint cases handled**

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 (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	2,916	65%	1,184	49%	1,497	67%	43,520	65%
Under Schedule 3 - not investigated	1,419	32%	1,157	48%	620	28%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	89	2%	64	3%	114	5%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	32	1%	17	1%	12	1%	524	1%
<b>Total</b>	<b>4,456</b>	<b>100%</b>	<b>2,422</b>	<b>100%</b>	<b>2,243</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.

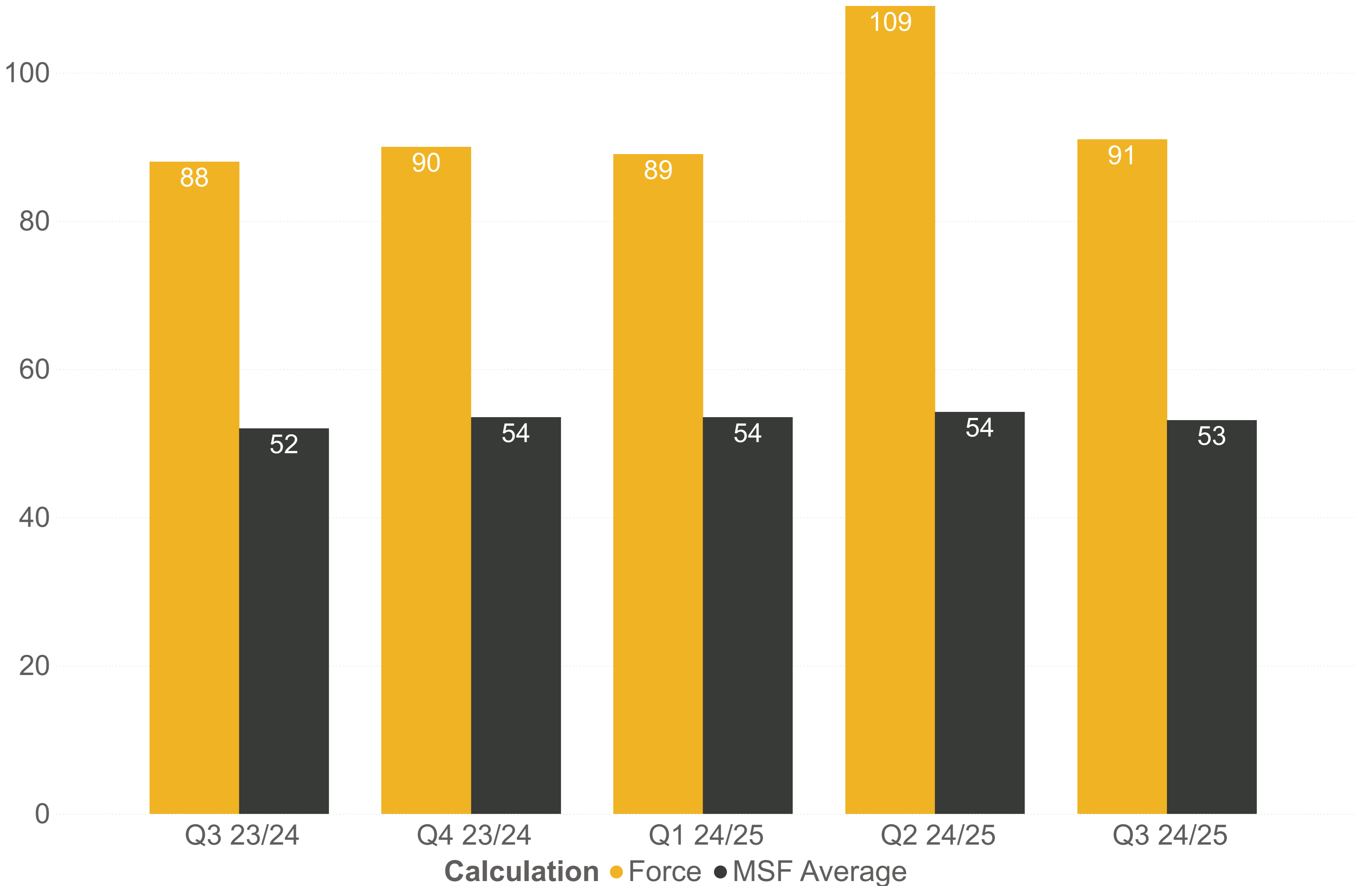
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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**

	<b>Force</b>	<b>SPLY</b>	<b>MSF Average</b>	<b>National</b>
Number referrals received	289	283	161	5,168
Number referrals completed	283	283	159	5,081
Decision: Independent Investigation	35	28	13	279
Decision: Directed Investigation	3	3	2	23
Decision: Local Investigation	156	197	76	2,754
Decision: Return to Force	88	52	65	1,907
Decision: Invalid	1	3	3	116

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire

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