

Interim Police Complaints Information Bulletin: Kent

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

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

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

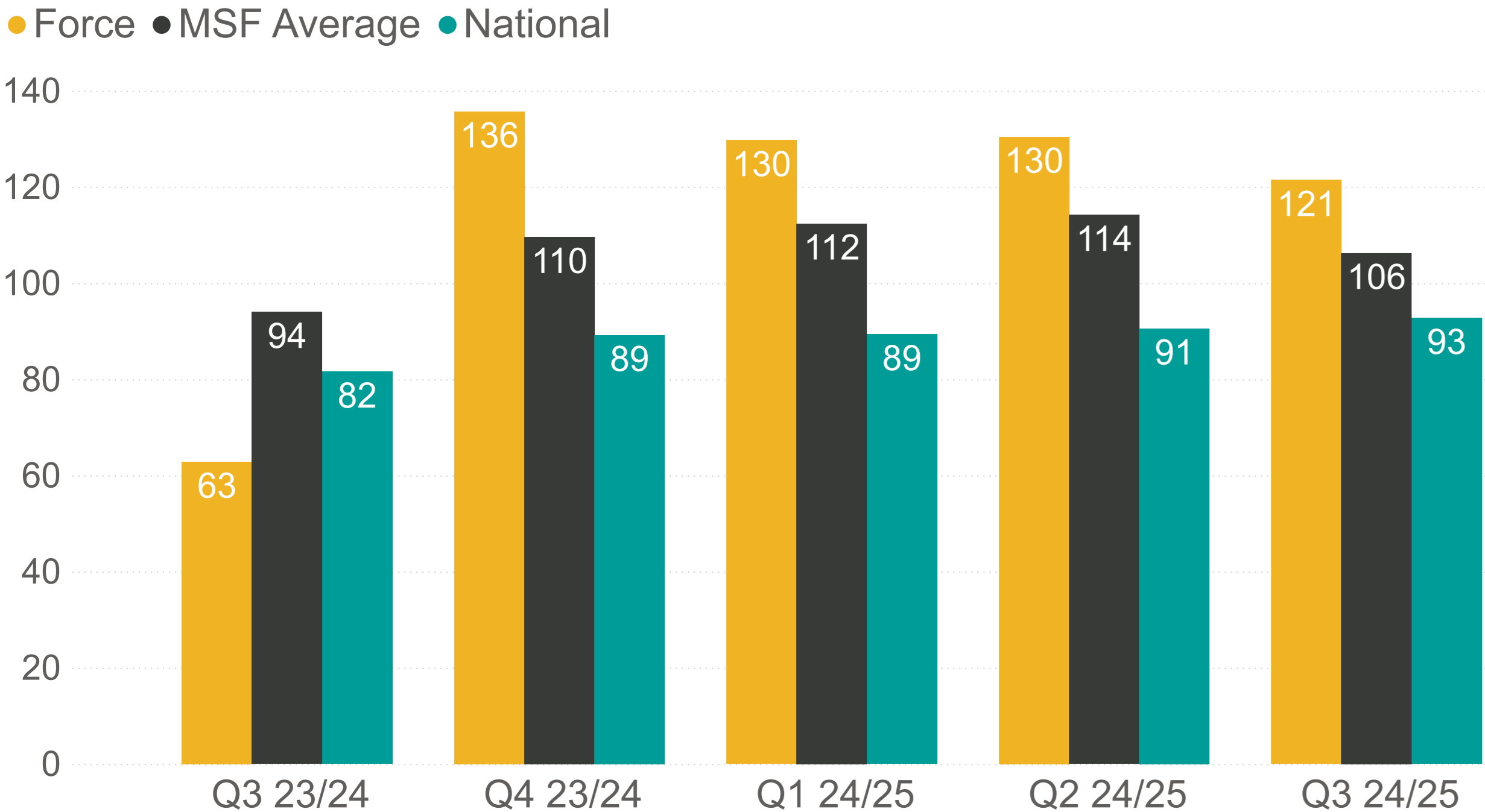
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

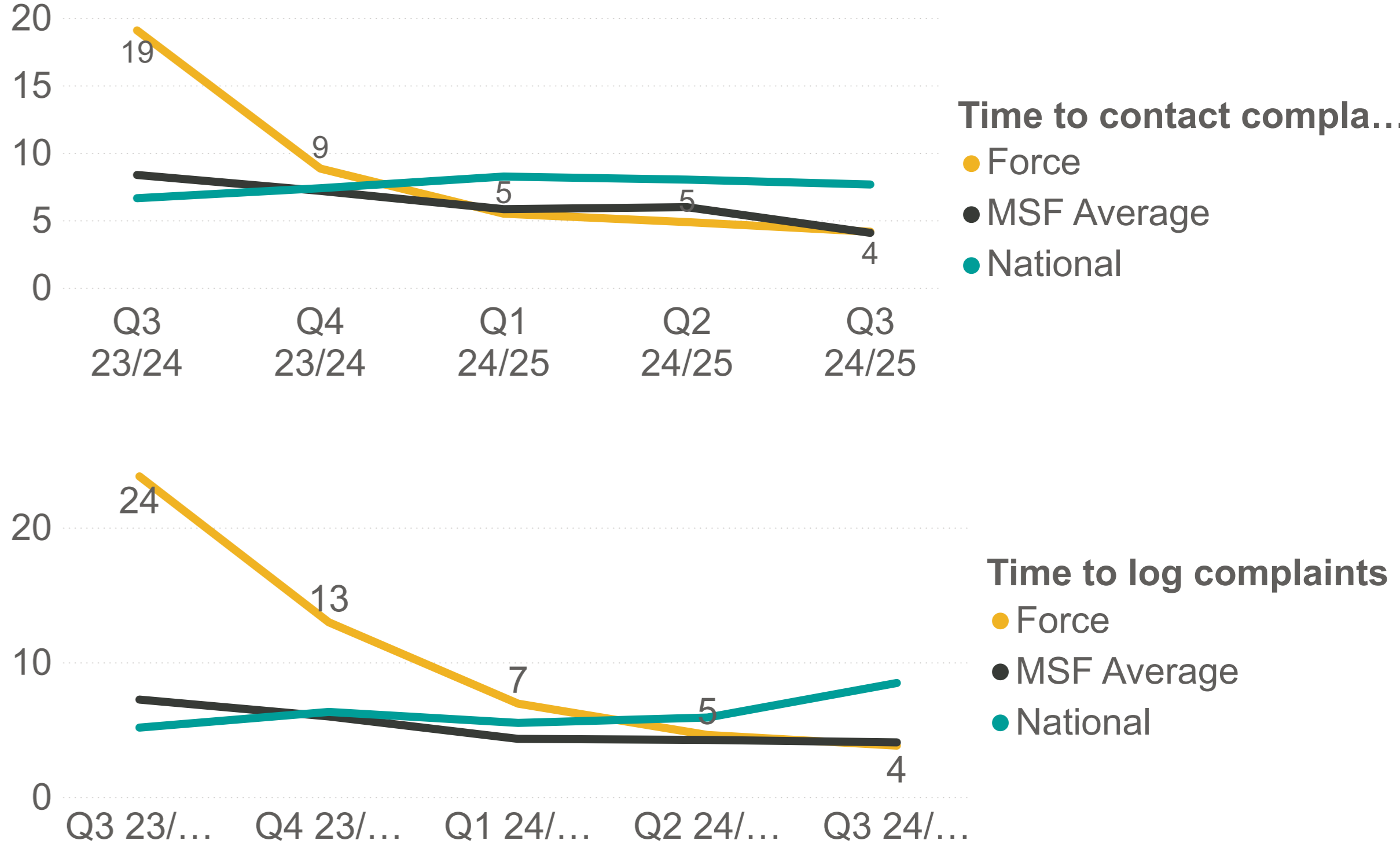
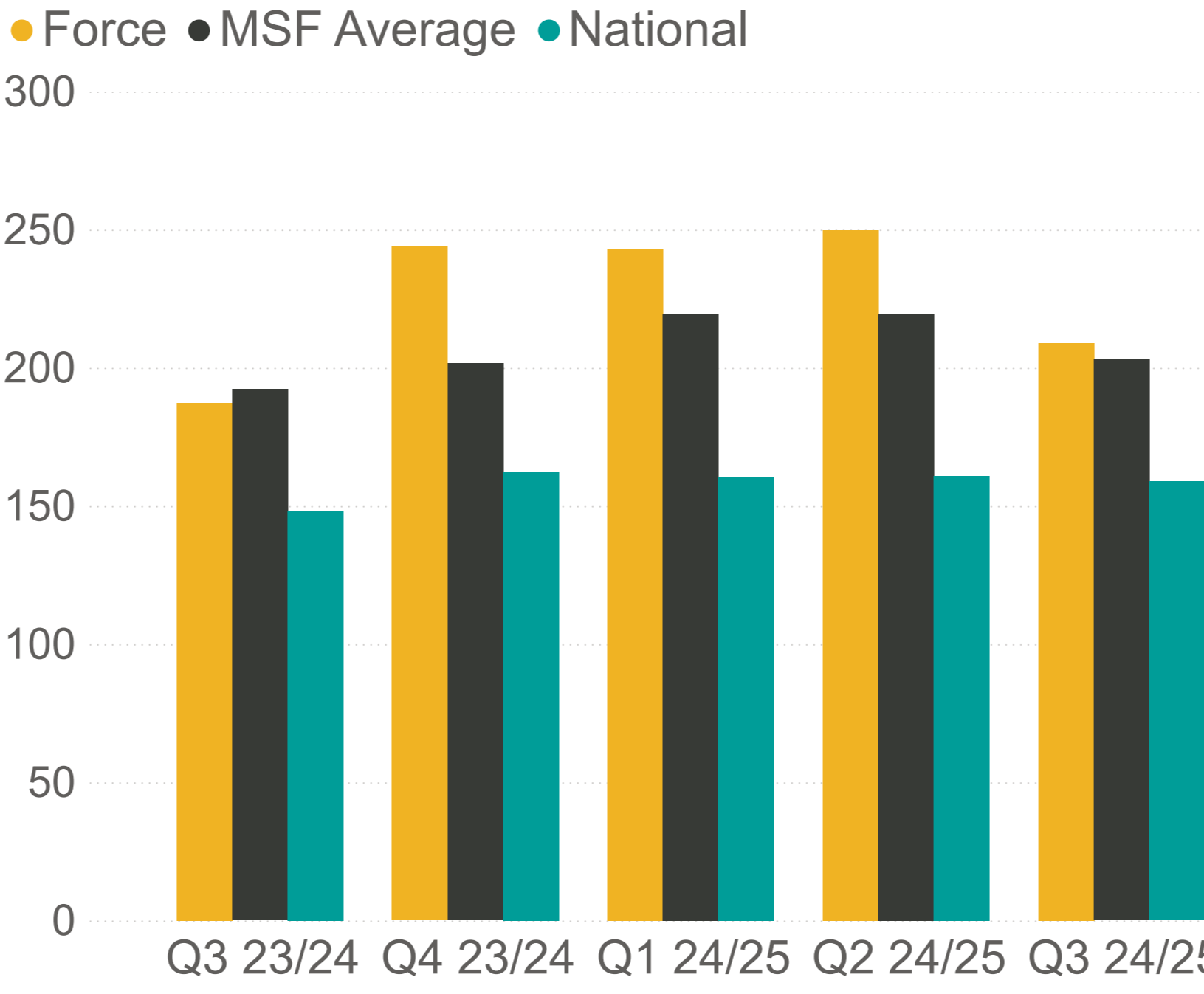
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	2,671	382	4,912	702	5	5
SPLY	1,128	159	2,793	394	21	26
MSF Average	1,659	333	3,194	642	5	4
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	566	666	253	9,603
Complainant wishes the complaint be recorded	7	5	81	4,564
Dissatisfaction after initial handling	169	255	115	3,723
Nature of the allegation(s) in the complaint	232	153	197	5,364
Total	974	1,079	647	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	58 %	62 %	35 %	41 %
Complainant wishes the complaint be recorded	1 %	0 %	12 %	20 %
Dissatisfaction after initial handling	17 %	24 %	23 %	16 %
Nature of the allegation(s) in the complaint	24 %	14 %	30 %	23 %

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

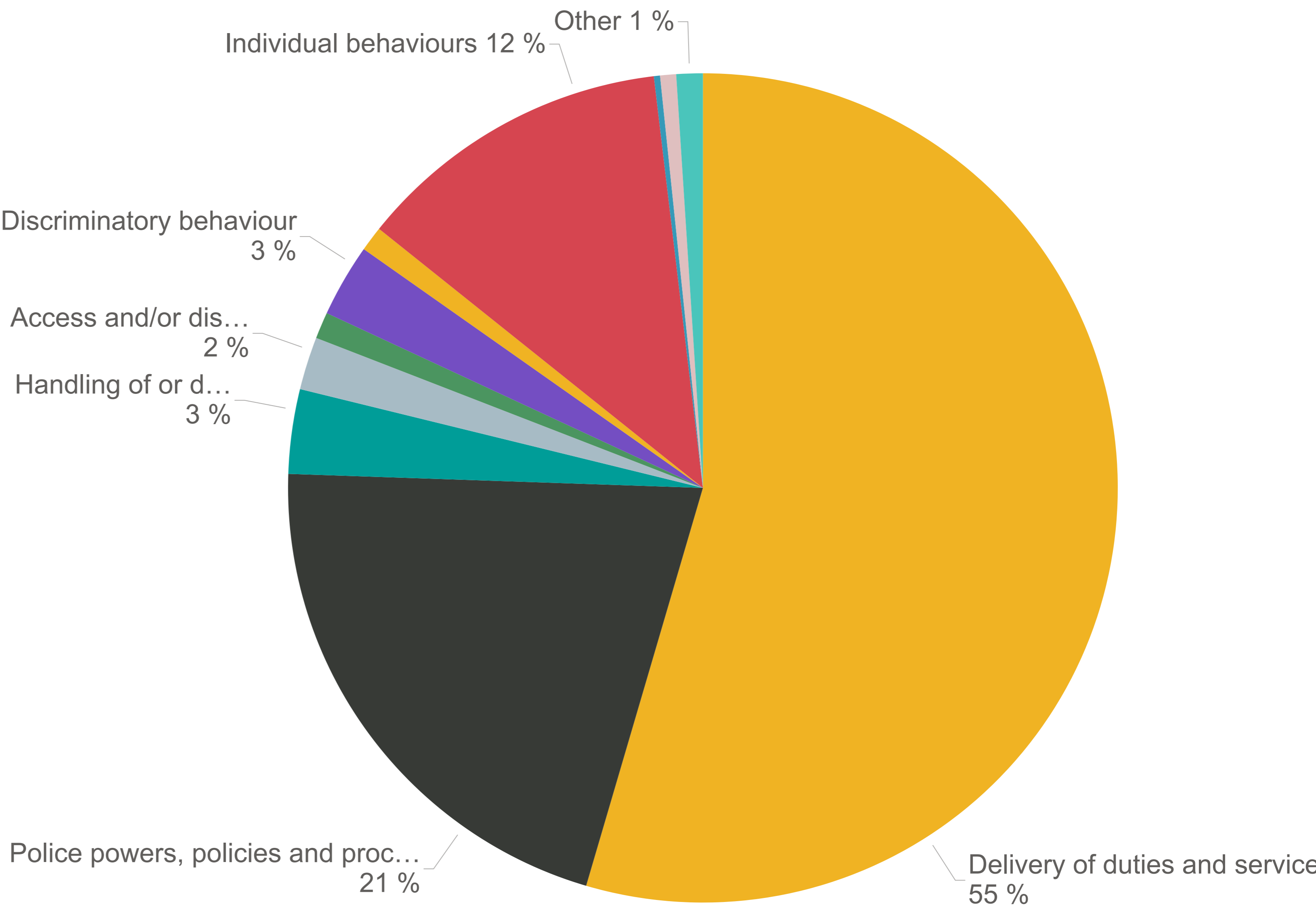
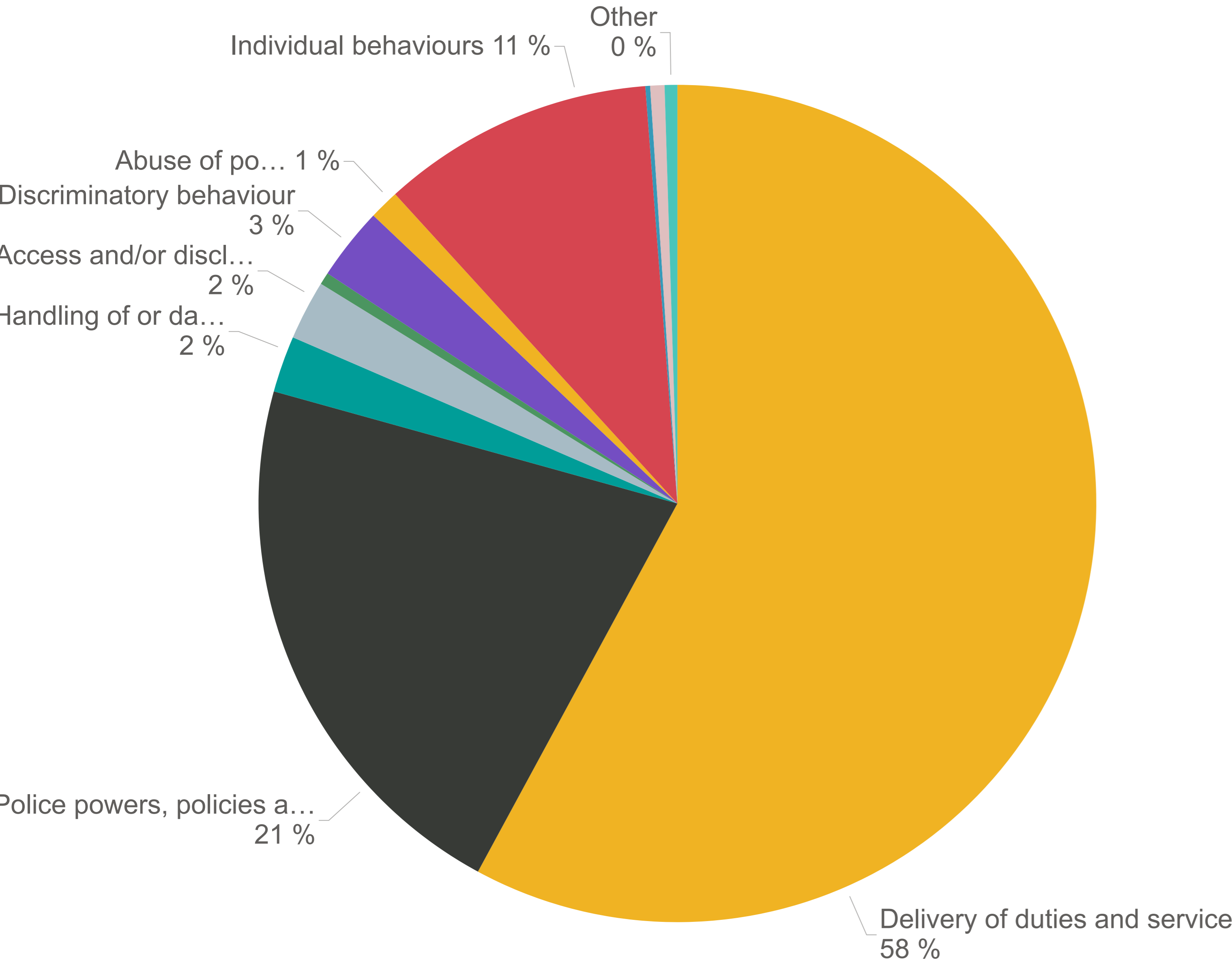
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	2,844	1,052	107	113	23	138	57	518	9	27	24	4,912
SPLY	1,294	675	28	84	4	161	197	298	9	21	22	2,793
MSF Average	1,782	617	93	56	30	92	41	440	9	18	16	3,194
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	Total	2,844	58 %	1,294	46 %	1,781	56 %	66,726	55 %	
	General level of service	1,532	54 %	853	66 %	452	25 %	21,727	33 %	
	Decisions	584	21 %	175	14 %	312	18 %	9,699	15 %	
	Police action following contact	534	19 %	197	15 %	721	40 %	27,618	41 %	
	Information	194	7 %	69	5 %	297	17 %	7,682	12 %	
Police powers, policies and procedures	Total	1,052	21 %	675	24 %	617	19 %	25,687	21 %	
	Evidential procedures	195	19 %	120	18 %	51	8 %	1,861	7 %	
	Use of force	183	17 %	182	27 %	145	24 %	6,584	26 %	
	Searches of premises and seizure of property	168	16 %	82	12 %	81	12 %	3,261	13 %	
	Power to arrest and detain	145	14 %	82	12 %	117	20 %	4,643	18 %	
	Detention in police custody	124	12 %	111	16 %	97	15 %	3,661	14 %	
	Other policies and procedures	116	11 %	44	7 %	56	10 %	2,576	10 %	
	Bail, identification and interview procedures	73	7 %	36	5 %	39	6 %	1,489	6 %	
	Stops, and stop and search	31	3 %	14	2 %	17	3 %	1,218	5 %	
	Out of court disposals	17	2 %	4	1 %	15	3 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	518	11 %	298	11 %	440	14 %	15,132	12 %
		Unprofessional attitude and disrespect	158	31 %	89	30 %	116	27 %	4,272	28 %
		Impolite language / tone	128	25 %	36	12 %	113	26 %	3,890	26 %
Lack of fairness and impartiality		94	18 %	96	32 %	88	19 %	2,089	14 %	
Impolite and intolerant actions		91	18 %	30	10 %	54	13 %	2,311	15 %	
Overbearing or harassing behaviours		47	9 %	47	16 %	70	14 %	2,570	17 %	
Discriminatory behaviour	Total	138	3 %	161	6 %	92	3 %	3,476	3 %	
	Race	50	36 %	76	47 %	41	44 %	1,655	48 %	
	Other	28	20 %	5	3 %	8	8 %	316	9 %	
	Sex	27	20 %	42	26 %	18	18 %	561	16 %	
	Disability	25	18 %	28	17 %	19	22 %	663	19 %	
	Sexual orientation	4	3 %	6	4 %	3	4 %	105	3 %	
	Religion or belief	2	1 %	4	2 %	2	1 %	84	2 %	
	Age	1	1 %	0	0 %	2	2 %	53	2 %	
	Gender reassignment	1	1 %	0	0 %	1	1 %	36	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	113	2 %	84	3 %	56	2 %	2,522	2 %	
	Disclosure of information	83	73 %	66	79 %	42	75 %	1,678	67 %	
	Handling of information	28	25 %	12	14 %	8	14 %	552	22 %	
	Accessing and handling of information from other sources	2	2 %	2	2 %	3	5 %	100	4 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Use of police systems	0	0 %	4	5 %	3	6 %	191	8 %	
	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	1,860	38 %	252	9 %	1,295	42 %	46,292	38 %
None	1,642	33 %	1,854	66 %	625	17 %	22,863	19 %
Arrest	331	7 %	181	6 %	348	12 %	15,683	13 %
Call Handling	255	5 %	55	2 %	151	5 %	5,209	4 %
Custody	163	3 %	132	5 %	159	5 %	7,020	6 %
Roads/traffic	132	3 %	31	1 %	153	5 %	7,298	6 %
Domestic / gender abuse	101	2 %	79	3 %	136	5 %	6,828	6 %
Mental health	96	2 %	11	0 %	73	2 %	3,667	3 %
Premises search	88	2 %	22	1 %	62	2 %	2,989	2 %
VAWG - dissatisfaction handling	87	2 %	140	5 %	84	2 %	5,179	4 %
Child protection / CSA / CSE	86	2 %	3	0 %	44	1 %	2,199	2 %
Stop and/or search	82	2 %	12	0 %	36	1 %	2,543	2 %
Neighbourhood policing	68	1 %	2	0 %	122	4 %	5,699	5 %
VAWG - police perpetrated	63	1 %	128	5 %	20	0 %	848	1 %
VAWG - police victim	37	1 %	81	3 %	6	0 %	107	0 %
Restraint equipment	23	0 %	8	0 %	18	1 %	1,321	1 %
Drugs / alcohol	20	0 %	7	0 %	24	1 %	1,408	1 %
Missing persons	18	0 %	11	0 %	19	1 %	771	1 %
Death	17	0 %	12	0 %	20	1 %	1,105	1 %
Firearms	14	0 %	4	0 %	11	0 %	559	0 %
Fraud	11	0 %	0	0 %	7	0 %	779	1 %
Social media	10	0 %	0	0 %	8	0 %	506	0 %
Hate Crime	4	0 %	3	0 %	16	1 %	699	1 %
Public order incident	4	0 %	2	0 %	27	1 %	972	1 %
Taser	3	0 %	2	0 %	3	0 %	146	0 %
Covert policing	2	0 %	0	0 %	2	0 %	66	0 %
Serious injury	2	0 %	6	0 %	5	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 %	1	0 %	0	0 %	0	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	76	0 %
PPDA	0	0 %	0	0 %	0	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 %
Unknown	0	0 %	2	0 %	0	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	Access and/or disclosure of information	Discriminatory behaviour	Individual behaviours
VAWG - police victim	14	16	0	1	4
VAWG - police perpetrated	14	24	0	2	7
VAWG - dissatisfaction handling	40	37	0	1	7
Taser	0	3	0	0	0
Stop and/or search	16	46	1	4	13
Social media	7	1	1	0	0
Serious injury	0	2	0	0	0
Roads/traffic	70	22	0	4	16
Restraint equipment	2	19	0	1	1
Public order incident	1	1	0	1	1
Premises search	22	48	0	1	7
None	978	244	68	56	190
Neighbourhood policing	48	3	1	1	11
Missing persons	11	2	2	0	3
Mental health	43	33	2	5	6
Investigation	1,275	279	28	52	167
Hate Crime	2	0	0	2	0
Fraud	5	5	0	0	0
Firearms	4	5	2	1	1
Drugs / alcohol	9	7	0	0	2
Domestic / gender abuse	49	14	0	4	26
Death	17	0	0	0	0
Custody	33	115	2	1	9
Covert policing	0	1	0	0	1
Child protection / CSA / CSE	47	16	5	0	14
Call Handling	182	12	2	4	51
Arrest	83	204	2	10	23
Total	2,830	1,037	113	138	517

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	74	78	49	103
Q4 23/24	92	113	73	131
Q1 24/25	60	49	35	78
Q2 24/25	21	12	2	34
Q3 24/25	6	2	0	8
Total	253	254	159	354

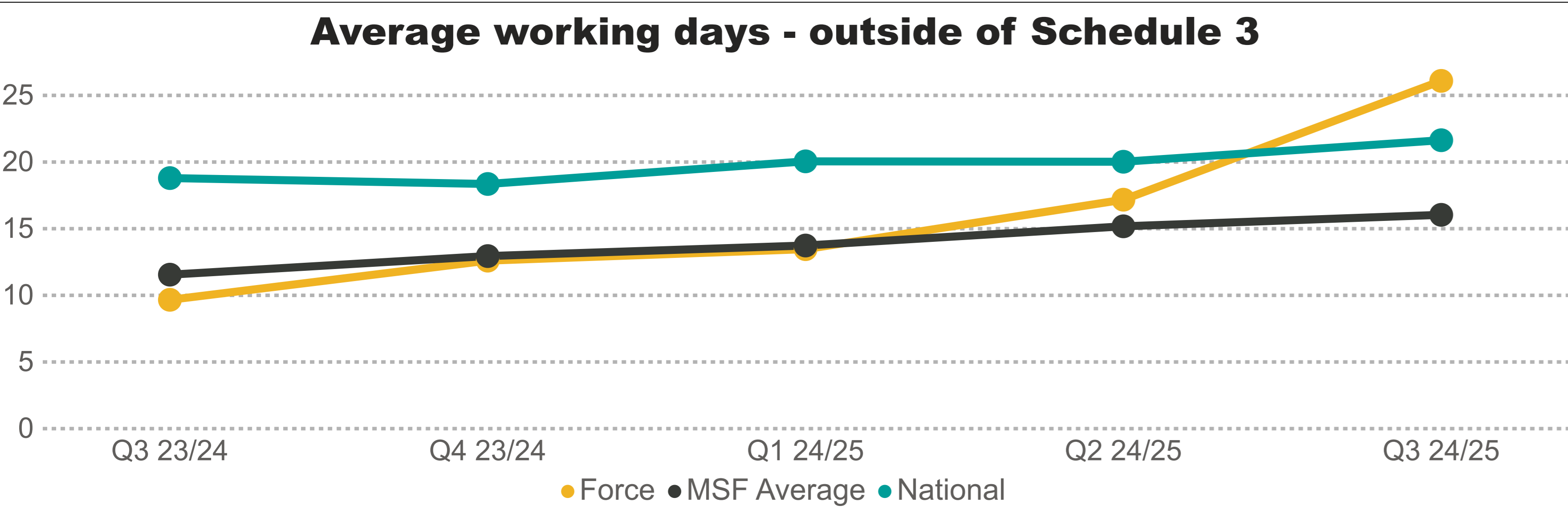
Section A2: Allegations timeliness

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.

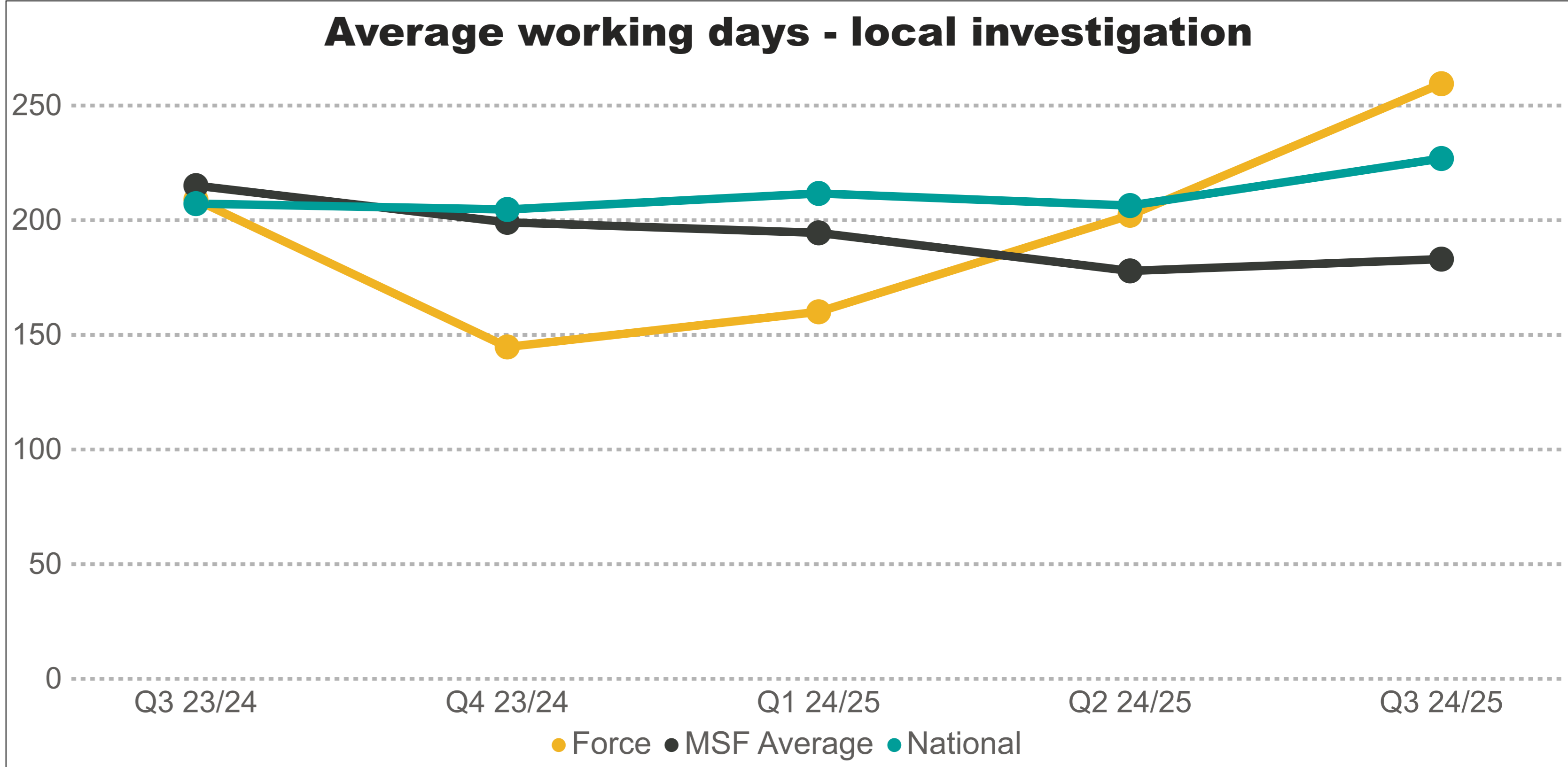
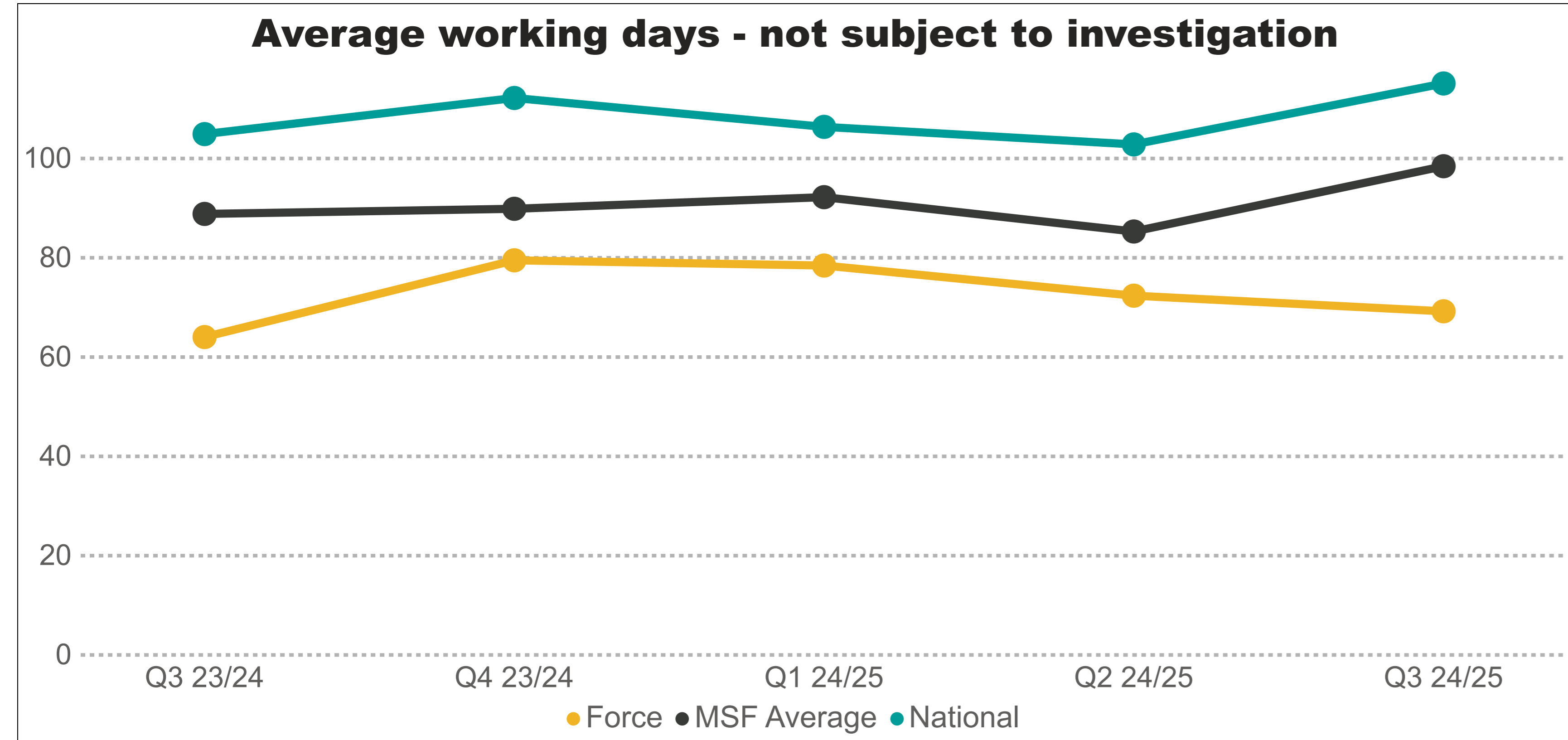
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,550	19	2,472	73	637	196	0	0
SPLY	50	23	1,714	68	1,064	178	0	0
MSF Average	1,169	15	1,490	92	342	185	2	132
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	0
National	17	574



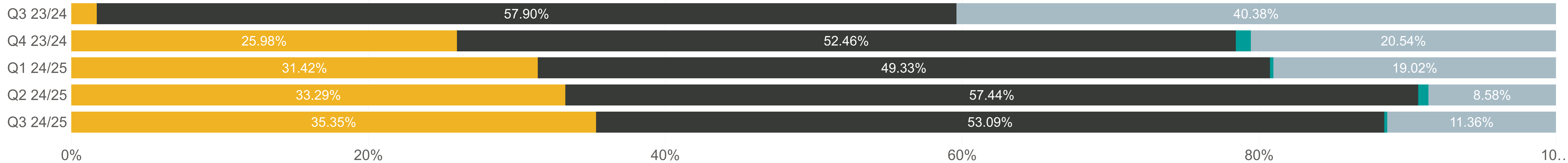
Section A3.1: How allegations were handled and their decisions

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)	620	13 %	325	10 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	17	0 %	19	1 %	1,408	1 %
Under Schedule 3 - not investigated	2,472	53 %	1490	48 %	53,990	45 %
Outside of Schedule 3	1,550	33 %	1169	42 %	51,937	43 %
Total	4,659	100 %	3003	100 %	119,427	100 %

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					354	14 %	4,006	7 %			22	2 %	3	0 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					192	8 %	4,930	9 %			18	1 %	71	11 %	1,148	9 %
Service provided - not acceptable					311	13 %	7,176	13 %			43	3 %	62	10 %	1,461	12 %
Service provided - acceptable					1491	60 %	36,299	67 %			199	14 %	473	76 %	8,649	72 %
Not Resolved	5	0 %	2,767	5 %												
Resolved	1545	100 %	49,169	95 %												
No Case to Answer									12	71 %	796	57 %				
Case to Answer									4	24 %	301	21 %				
Withdrawal					124	5 %	1,501	3 %	1	6 %	26	2 %	11	2 %	332	3 %

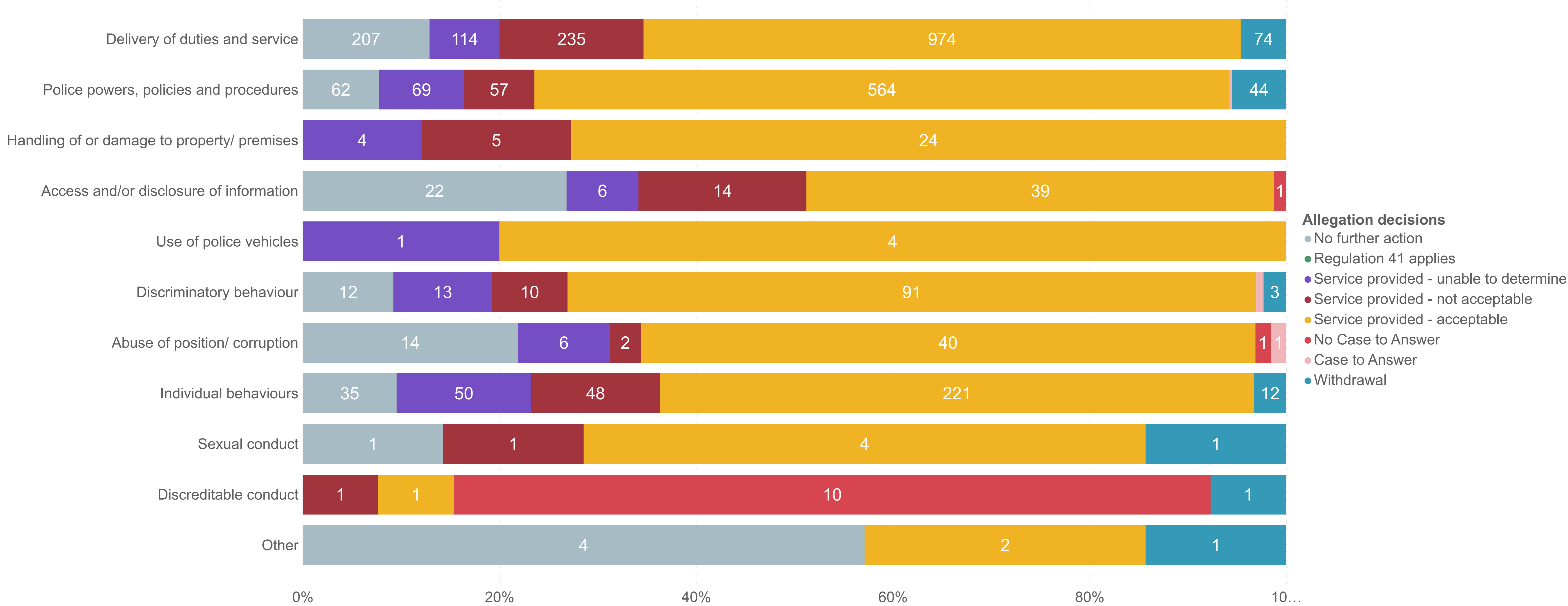
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,100	150	59	30	22	11	3	159	0	1	10	1,545
Not Resolved	2	1	0	0	0	1	0	1	0	0	0	5

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	43	3 %	2	4 %	8	1 %	199	0 %
Learning from reflection	378	24 %	3	6 %	73	5 %	1,462	3 %
Policy review	15	1 %	0	0 %	2	0 %	48	0 %
Goodwill gesture	4	0 %	0	0 %	2	0 %	80	0 %
Apology	227	15 %	1	2 %	92	7 %	4,995	10 %
Debrief	56	4 %	1	2 %	16	1 %	436	1 %
Explanation	702	45 %	28	56 %	792	70 %	32,190	62 %
No further action	97	6 %	13	26 %	117	10 %	5,660	11 %
Other action	27	2 %	0	0 %	59	5 %	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	28	1 %	147	5 %	16	1 %	586	1 %
Apology	388	12 %	32	1 %	92	4 %	2,663	4 %
Debrief	6	0 %	0	0 %	3	0 %	1,928	3 %
Explanation	2,041	66 %	1,120	40 %	939	57 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	2	0 %	27	0 %
No further action	373	12 %	1,045	38 %	613	28 %	14,539	22 %
Other action	61	2 %	38	1 %	52	2 %	670	1 %
Learning from reflection	150	5 %	323	12 %	89	5 %	3,600	5 %
Referral to RPRP	20	1 %	1	0 %	12	1 %	1,026	2 %

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

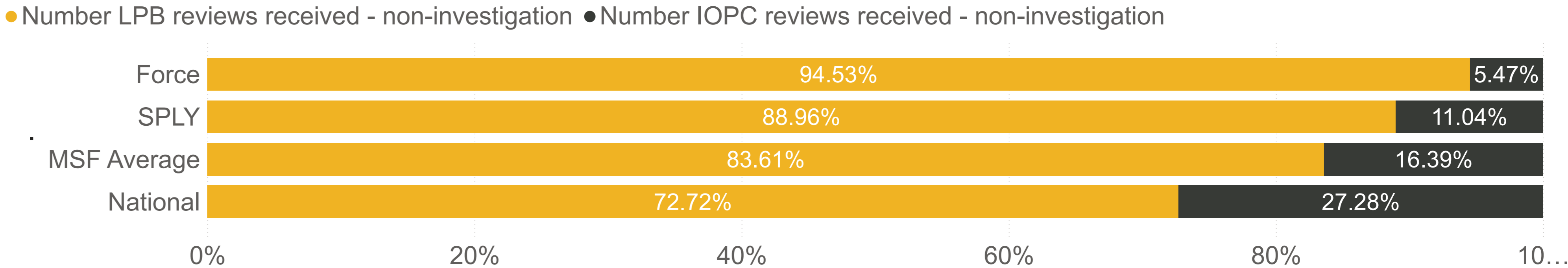
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	2	12 %	8	42 %	2	9 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	4 %	10	1 %
Other actions following a case to answer decision	0	0 %	2	11 %	3	12 %	93	7 %
Referral to RPRP	2	12 %	1	5 %	2	18 %	230	16 %

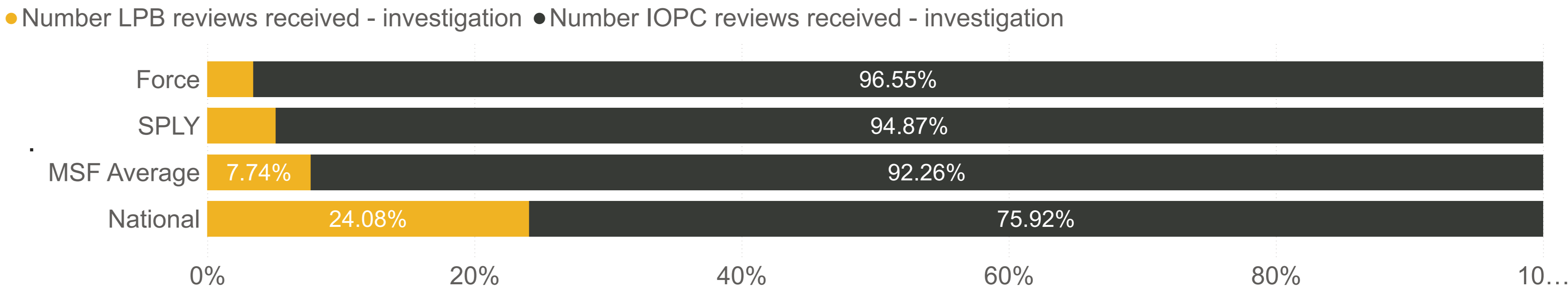
Section C1: Reviews received and timeliness (Year to date)

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	190	11
SPLY	145	18
MSF Average	87	17
National	2,868	1,076

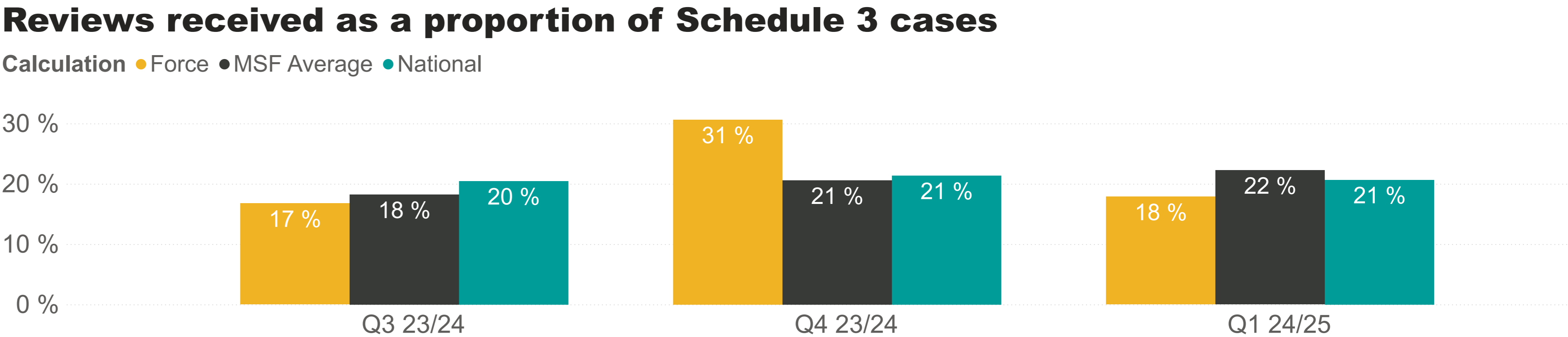


Investigation reviews received	LPB	IOPC
Force	1	28
SPLY	2	37
MSF Average	2	18
National	230	725



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	230	1,087
SPLY	202	1,032
MSF Average	123	582
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	32	24	45	48
Average number of working days to complete IOPC reviews	176	178	141	137

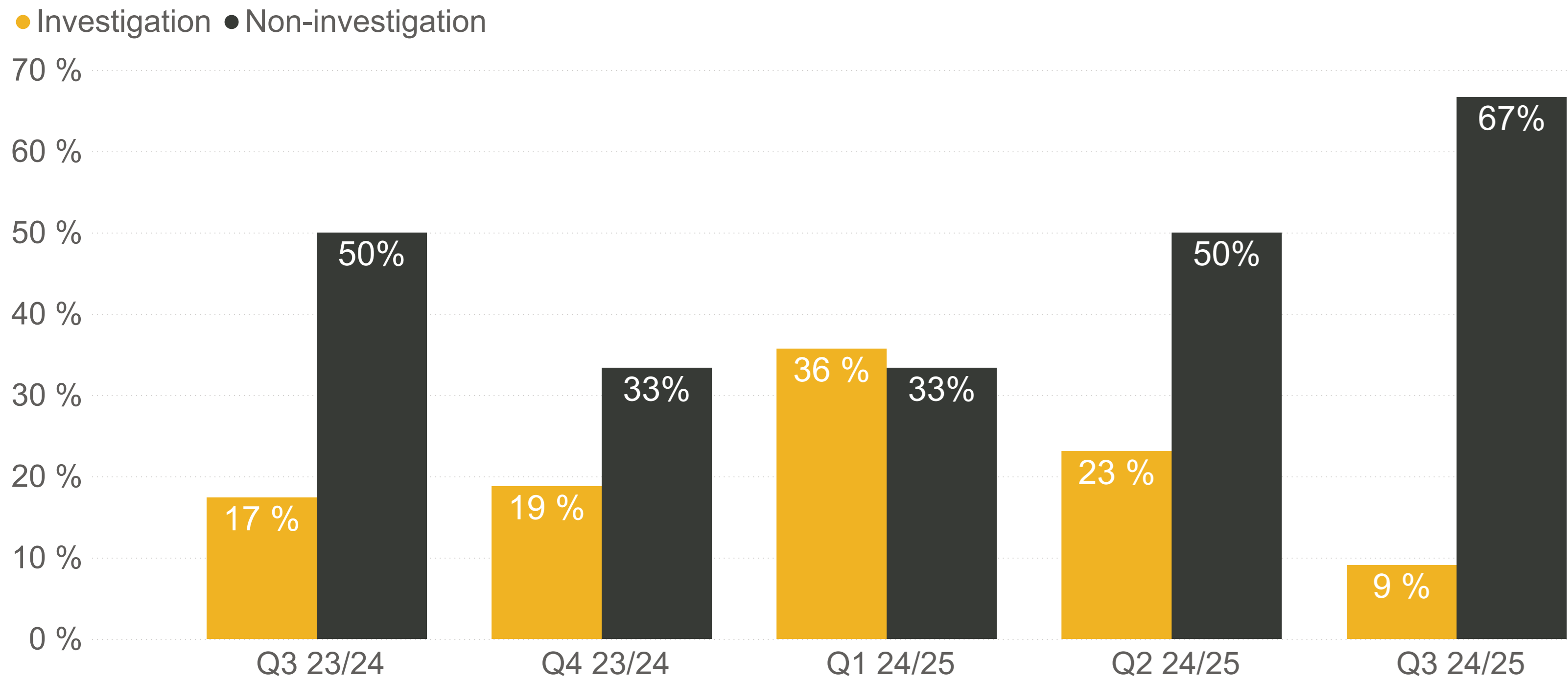
Section C2: Outcomes on reviews

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.

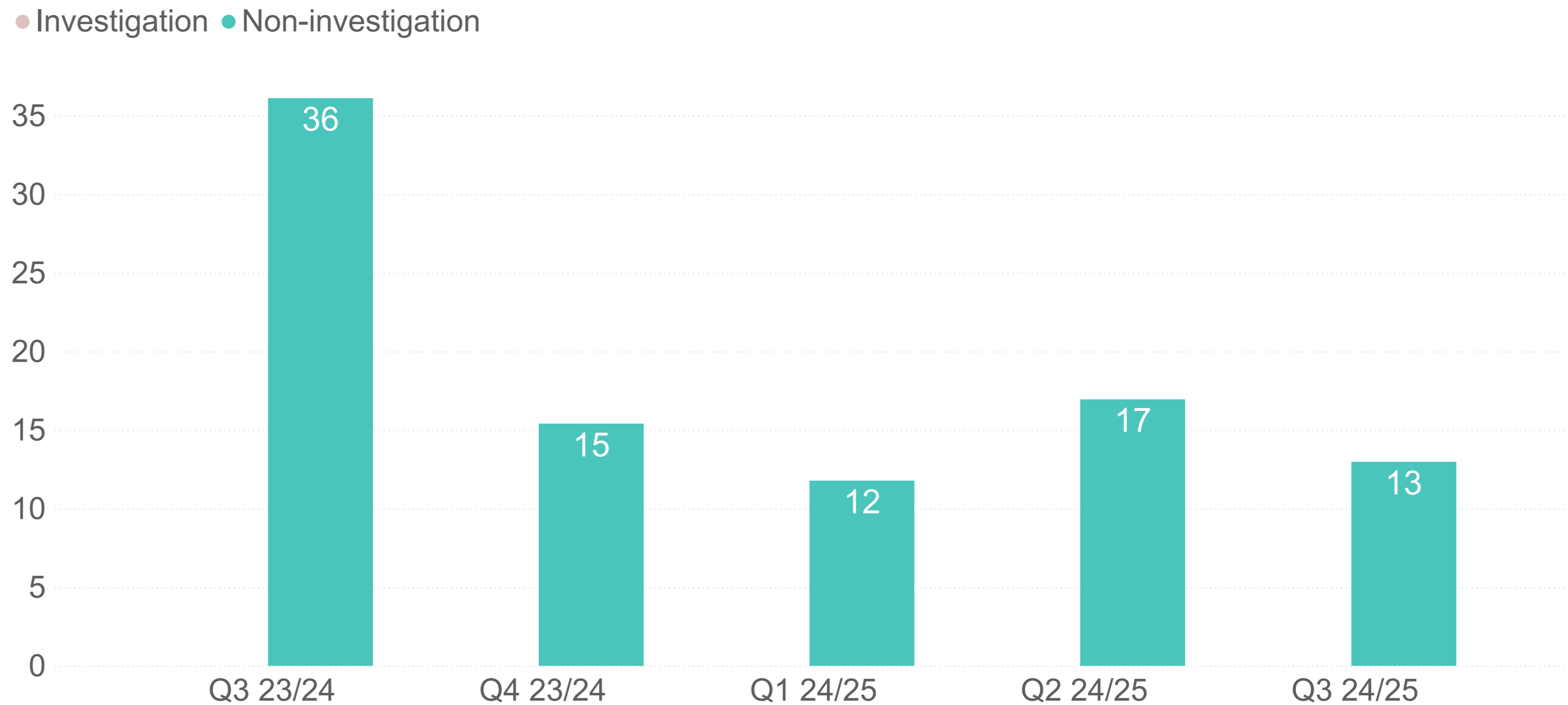
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	38	9	1	
SPLY	53	14	2	
MSF Average	17	5	2	2
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	11	5	164	23
SPLY	18	7	112	24
MSF Average	11	3	75	14
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



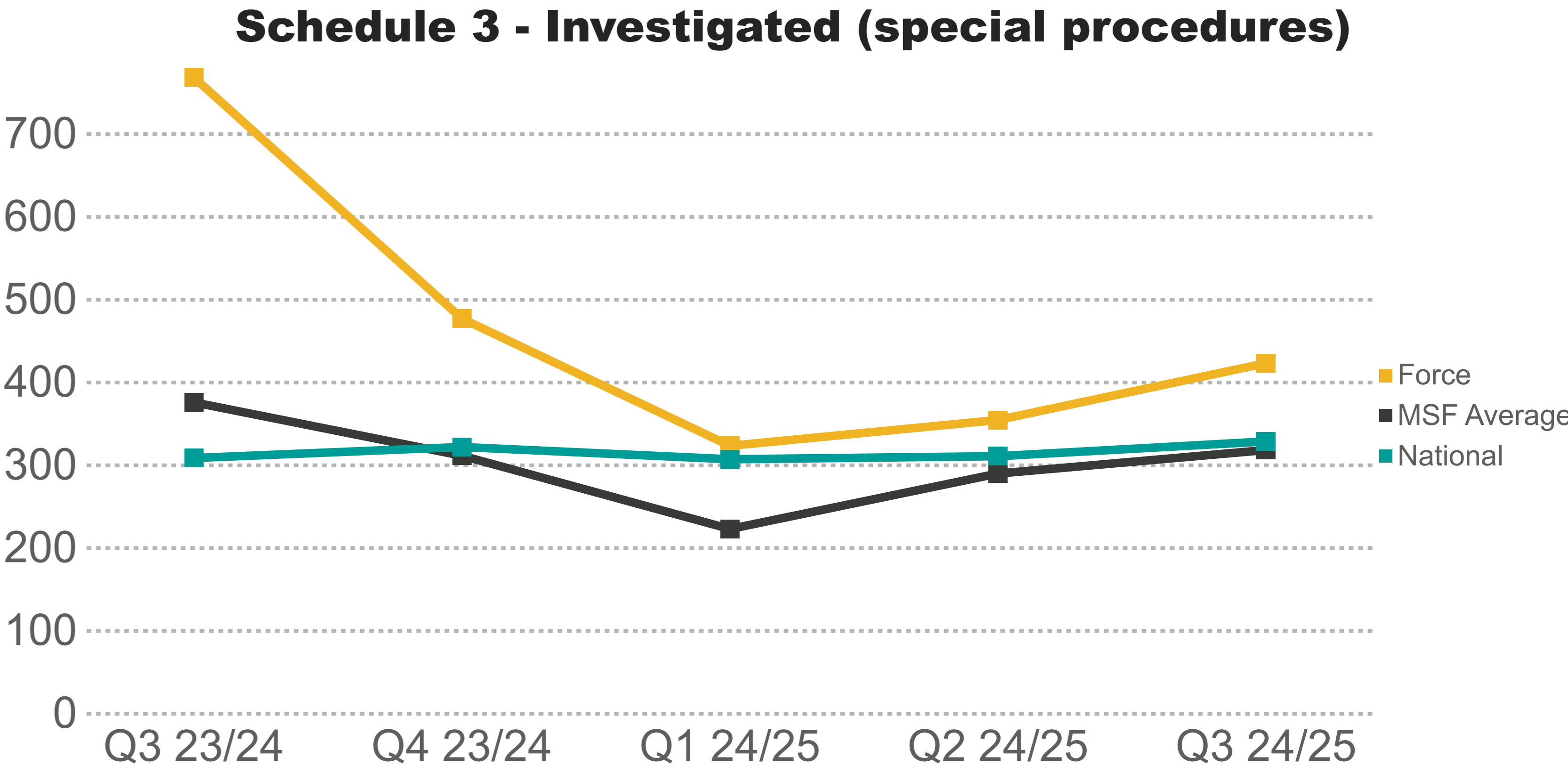
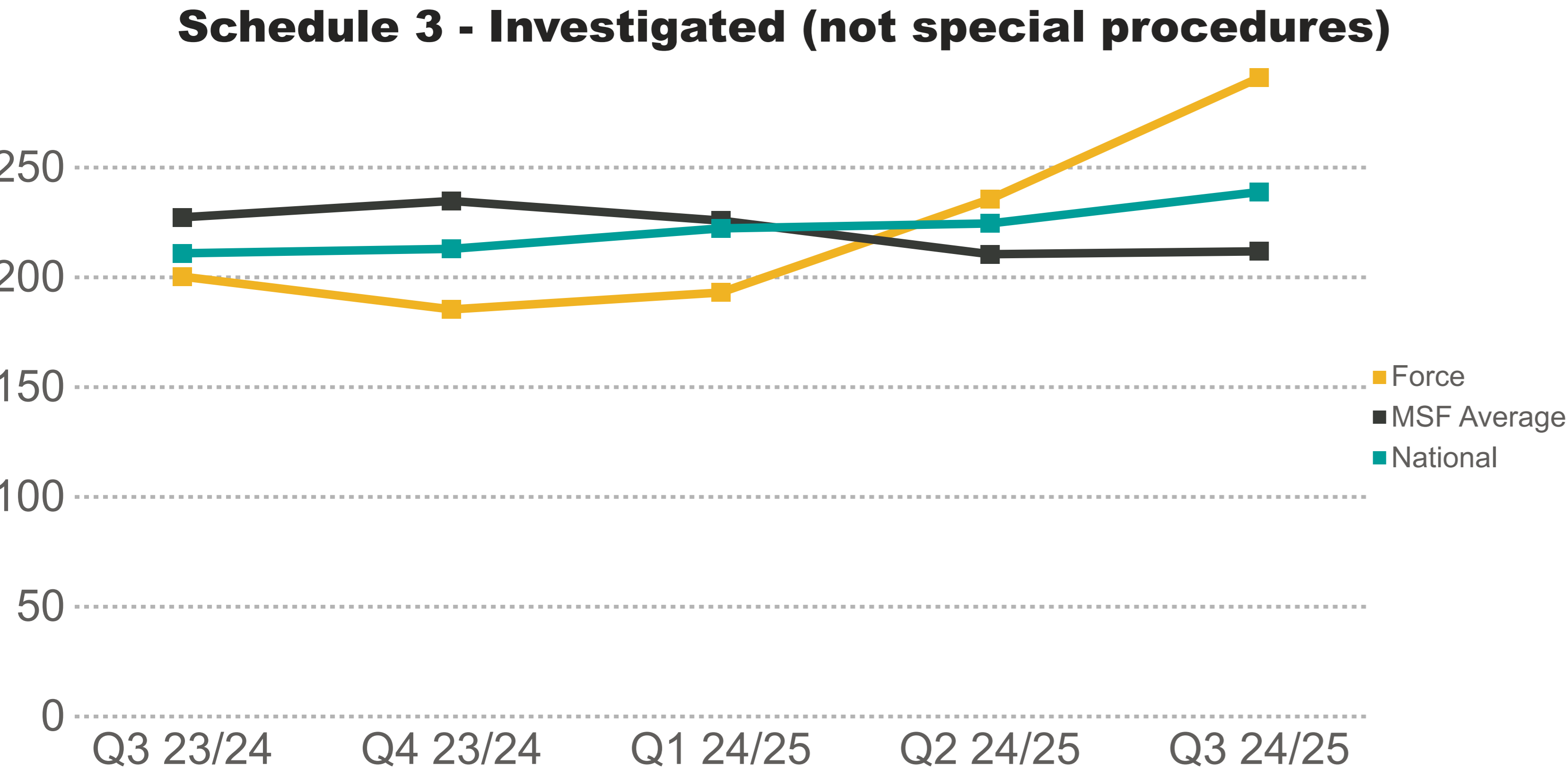
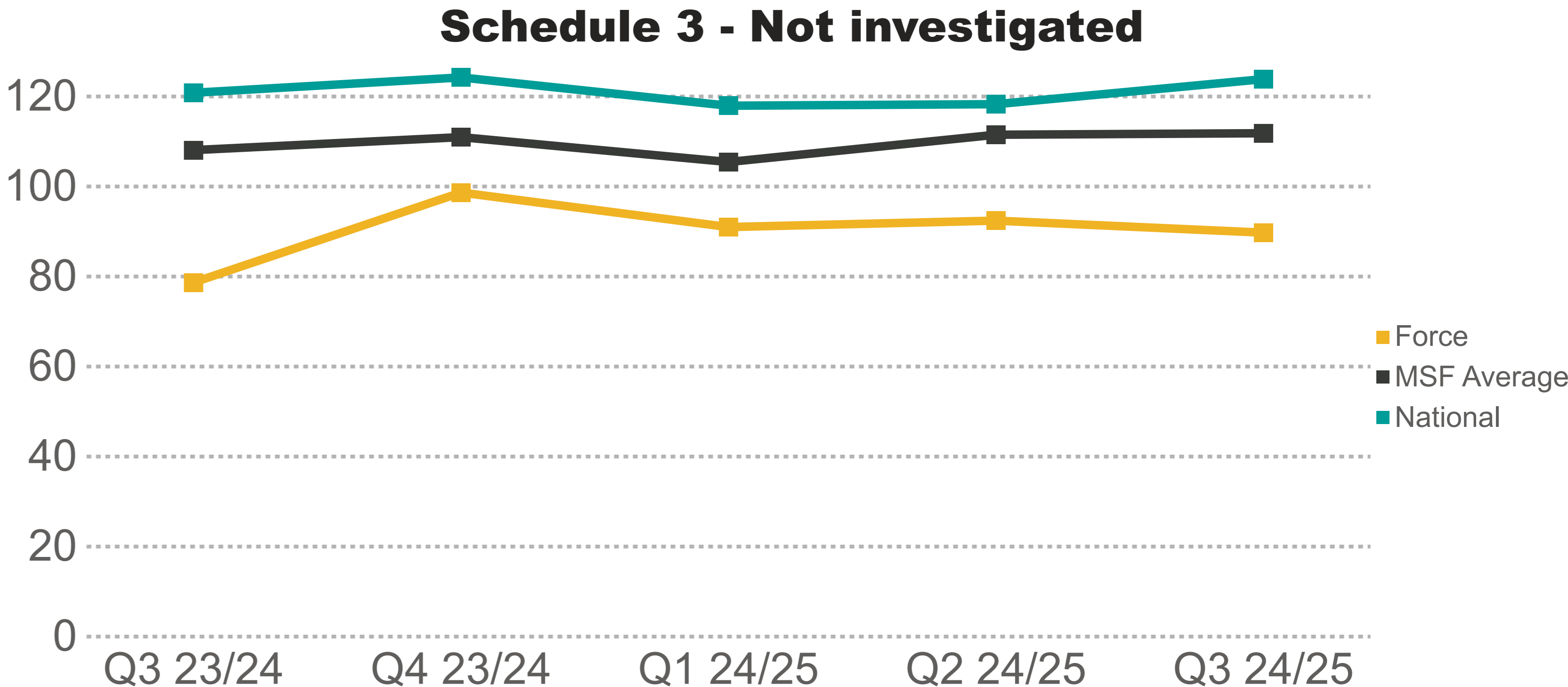
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	373	457	335	315
Under Schedule 3 investigated (not subject to special procedures)	228	184	216	228
Under Schedule 3 - not investigated	91	76	110	120
Total	116	100	128	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	904	811	489	19,007
Under Schedule 3 investigated (not subject to special procedures)	168	215	84	3,833
Under Schedule 3 investigated (subject to special procedures)	15	6	10	524
Total	1,087	1,032	582	23,364



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

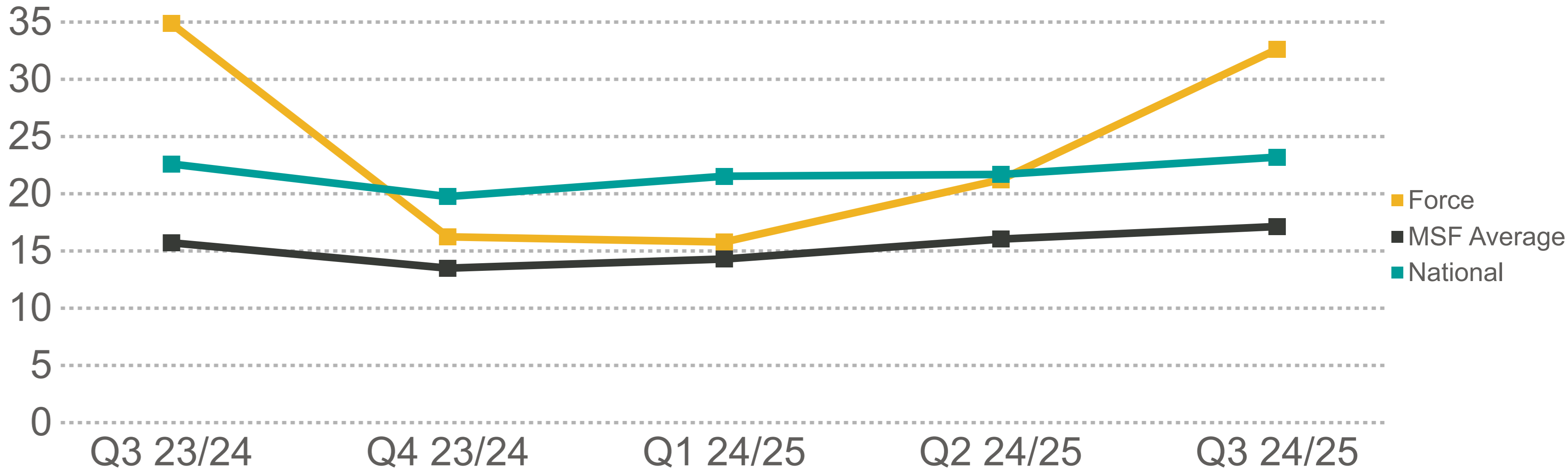
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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	1504	29	964	43520
Average days to finalise complaint cases handled outside of Schedule 3	24	41	16	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	1,504	58%	29	3%	964	62%	43,520	65%
Under Schedule 3 - not investigated	904	35%	811	76%	489	32%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	168	6%	215	20%	84	5%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	15	1%	6	1%	10	1%	524	1%
Total	2,591	100%	1,061	100%	1,546	100%	66,885	100%

Force: percent of complaint cases finalised by handling method

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



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

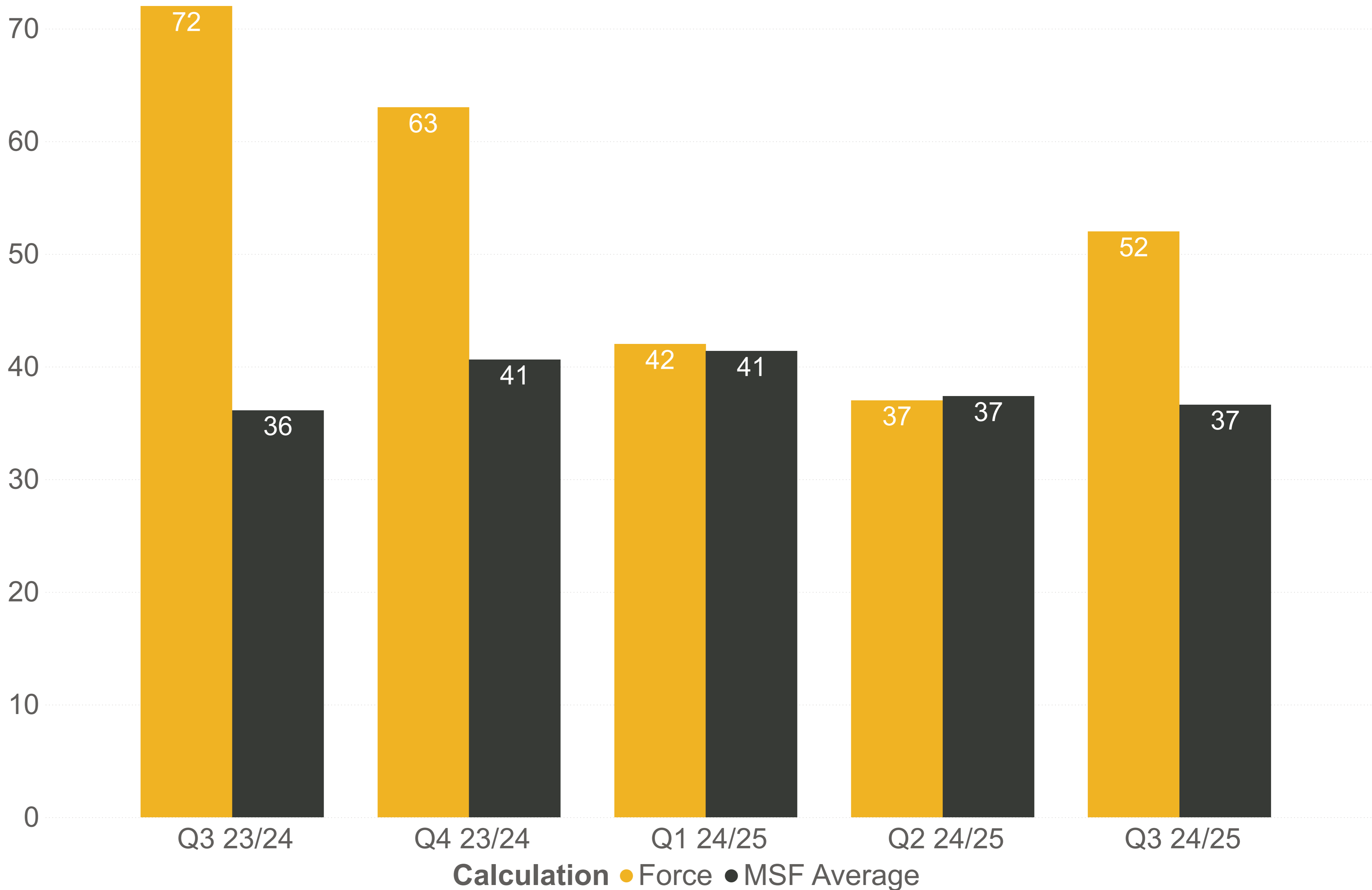
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	131	184	115	5,168
Number referrals completed	134	181	114	5,081
Decision: Independent Investigation	8	2	6	279
Decision: Directed Investigation	0	1	0	23
Decision: Local Investigation	74	131	65	2,754
Decision: Return to Force	47	41	40	1,907
Decision: Invalid	5	6	4	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

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 \(February 2020\)](#).