

Interim Police Complaints Information Bulletin: Metropolitan

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

Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, 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.

Contents

Page 1 Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3

Page 2 Section A1.3: Allegations logged – what has been complained about

Page 3 Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Page 4 Section A1.5: National complaint factors as a proportion of allegations logged

Page 5 Section A1.6: National complaint factors on the top five allegation categories

Page 6 Section A2: Allegations timeliness

Page 7 Section A3.1: How allegations were finalised and their decisions

Page 8 Section A3.2: Allegation decisions by what was complained about (category)

Page 9 Section B1.1 Allegation actions on allegations handled outside of Schedule 3

Page 10 Section B1.2 Allegation actions on allegations handled under Schedule 3

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

Page 13 Section D1: Complaint cases timeliness on Schedule 3 complaints

Page 14 Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled

Page 15 Section E: Referrals

Page 16 Notes

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

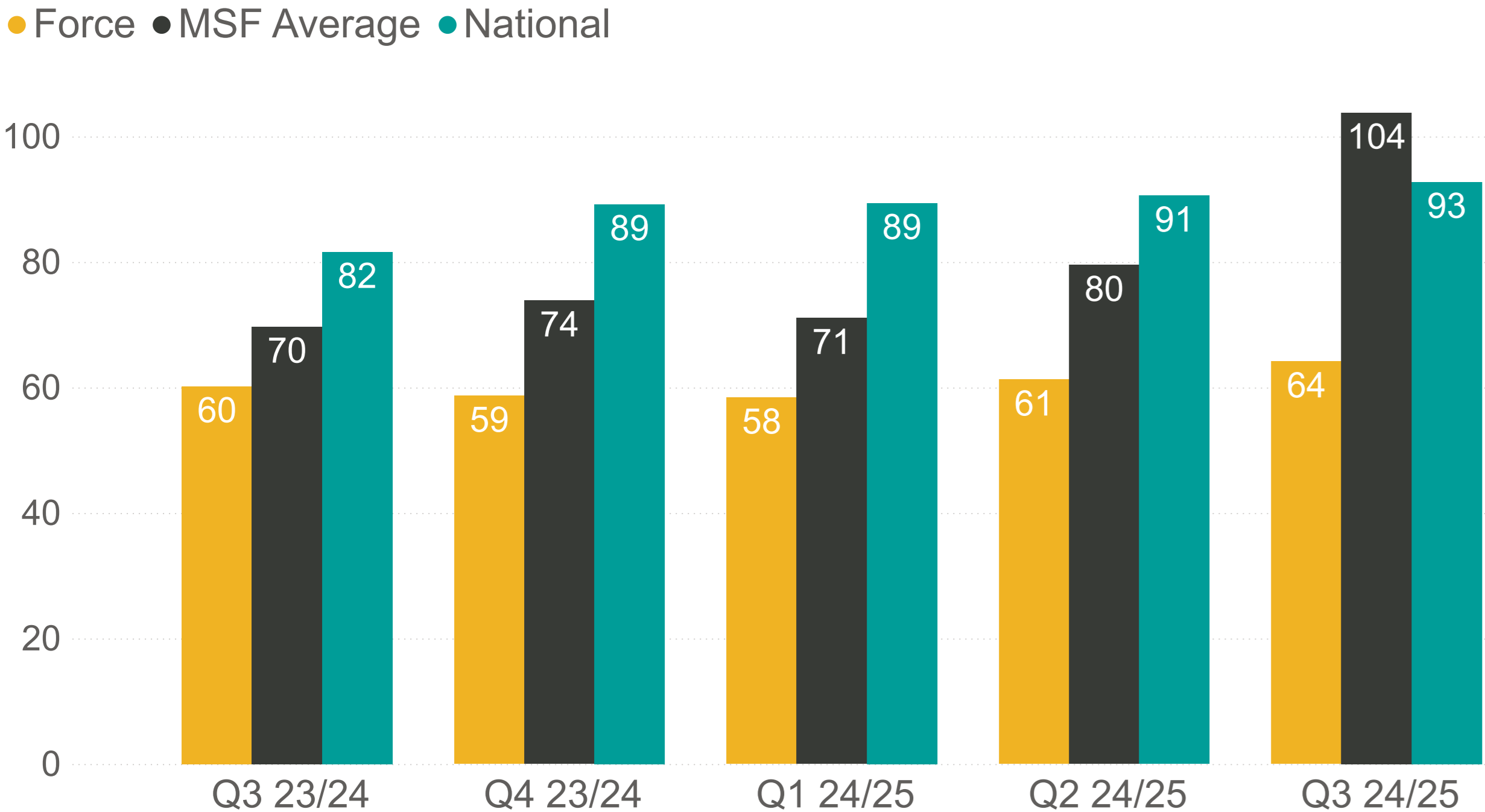
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

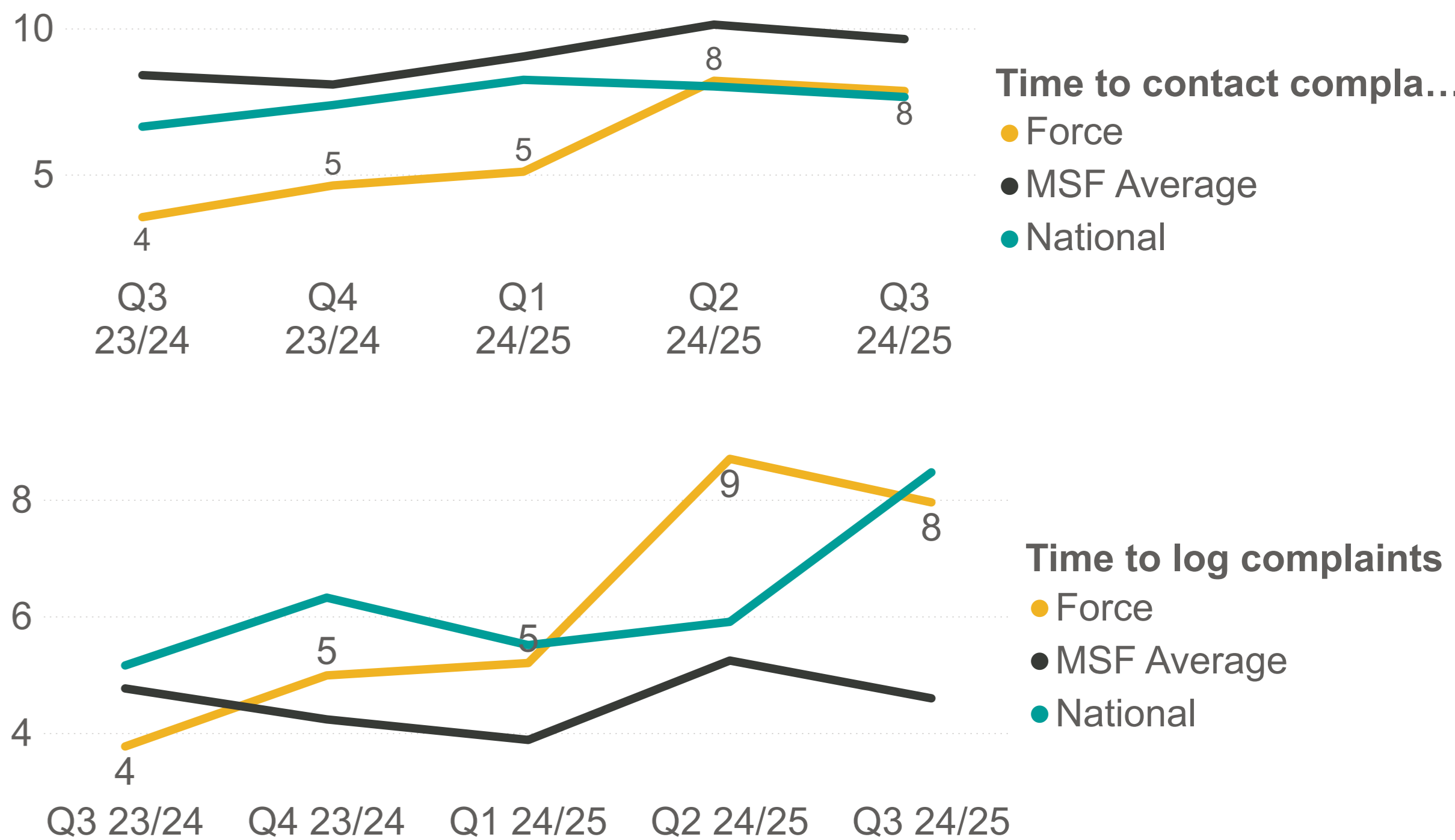
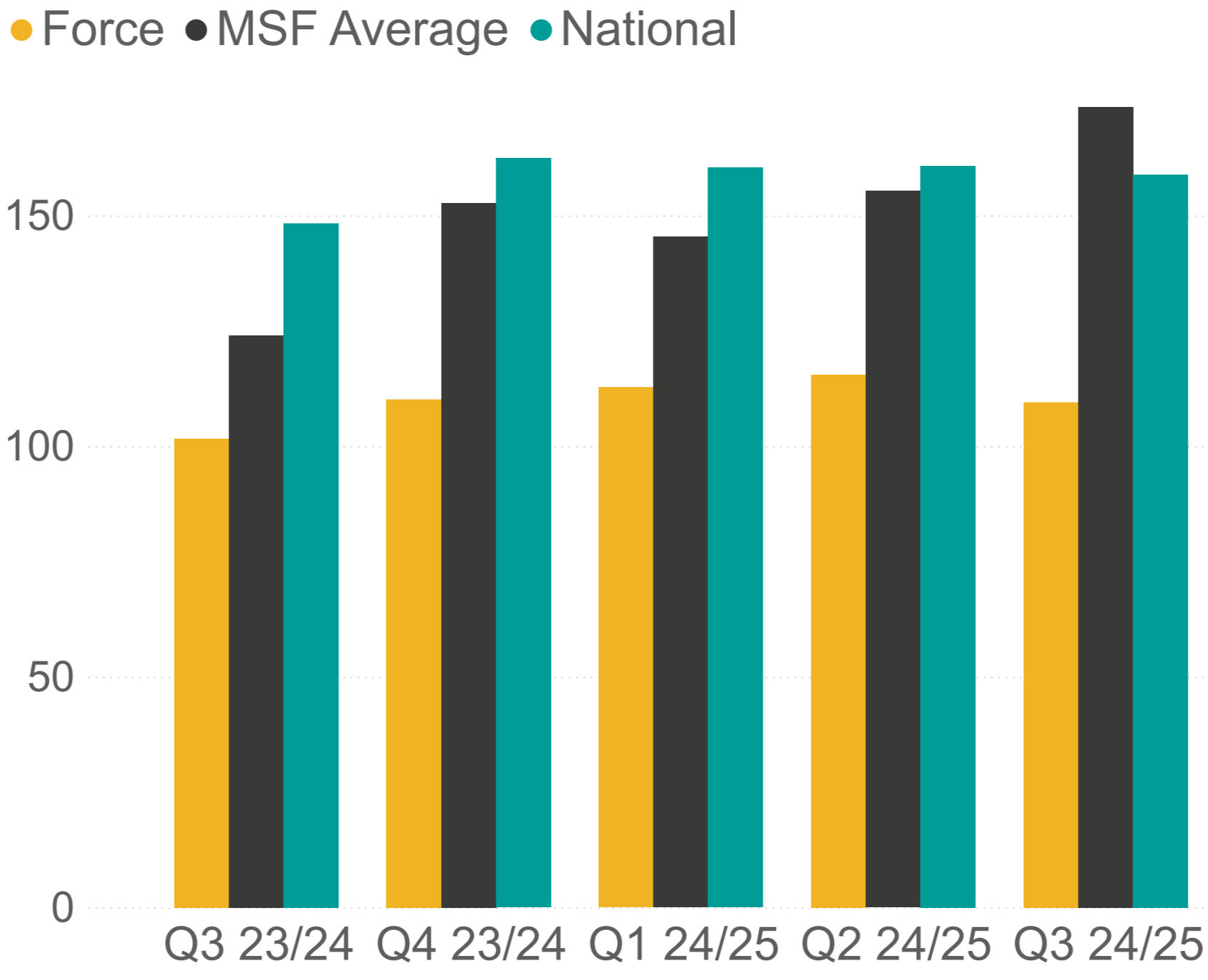
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	8,962	184	16,466	338	7	7
SPLY	8,977	184	16,774	343	5	5
MSF Average	4,781	254	8,972	474	10	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	1,868	1,685	687	9,603
Complainant wishes the complaint be recorded	386	899	228	4,564
Dissatisfaction after initial handling	131	166	164	3,723
Nature of the allegation(s) in the complaint	272	595	346	5,364
Total	2,657	3,345	1,424	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	70 %	50 %	36 %	41 %
Complainant wishes the complaint be recorded	15 %	27 %	16 %	20 %
Dissatisfaction after initial handling	5 %	5 %	14 %	16 %
Nature of the allegation(s) in the complaint	10 %	18 %	34 %	23 %

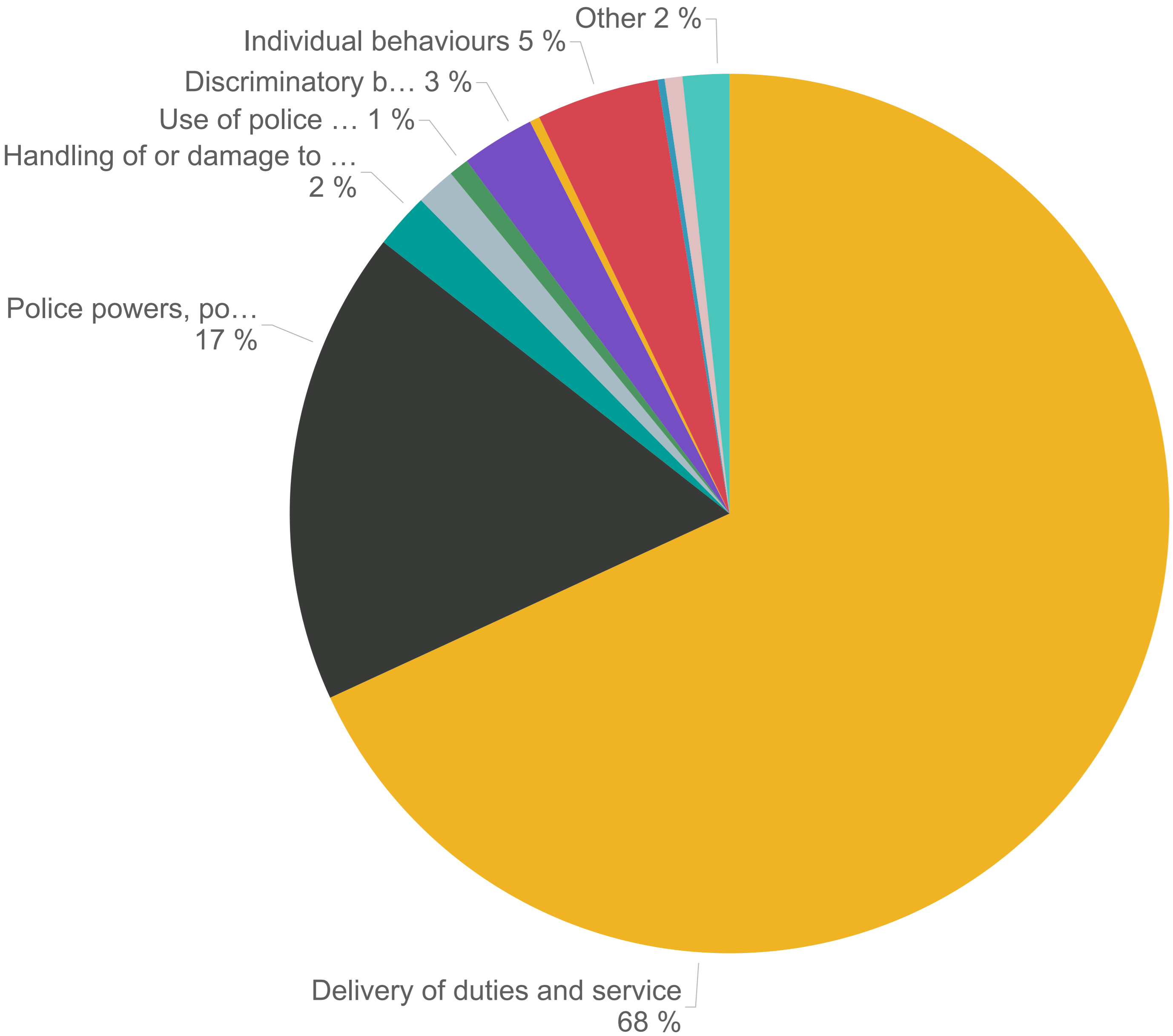
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

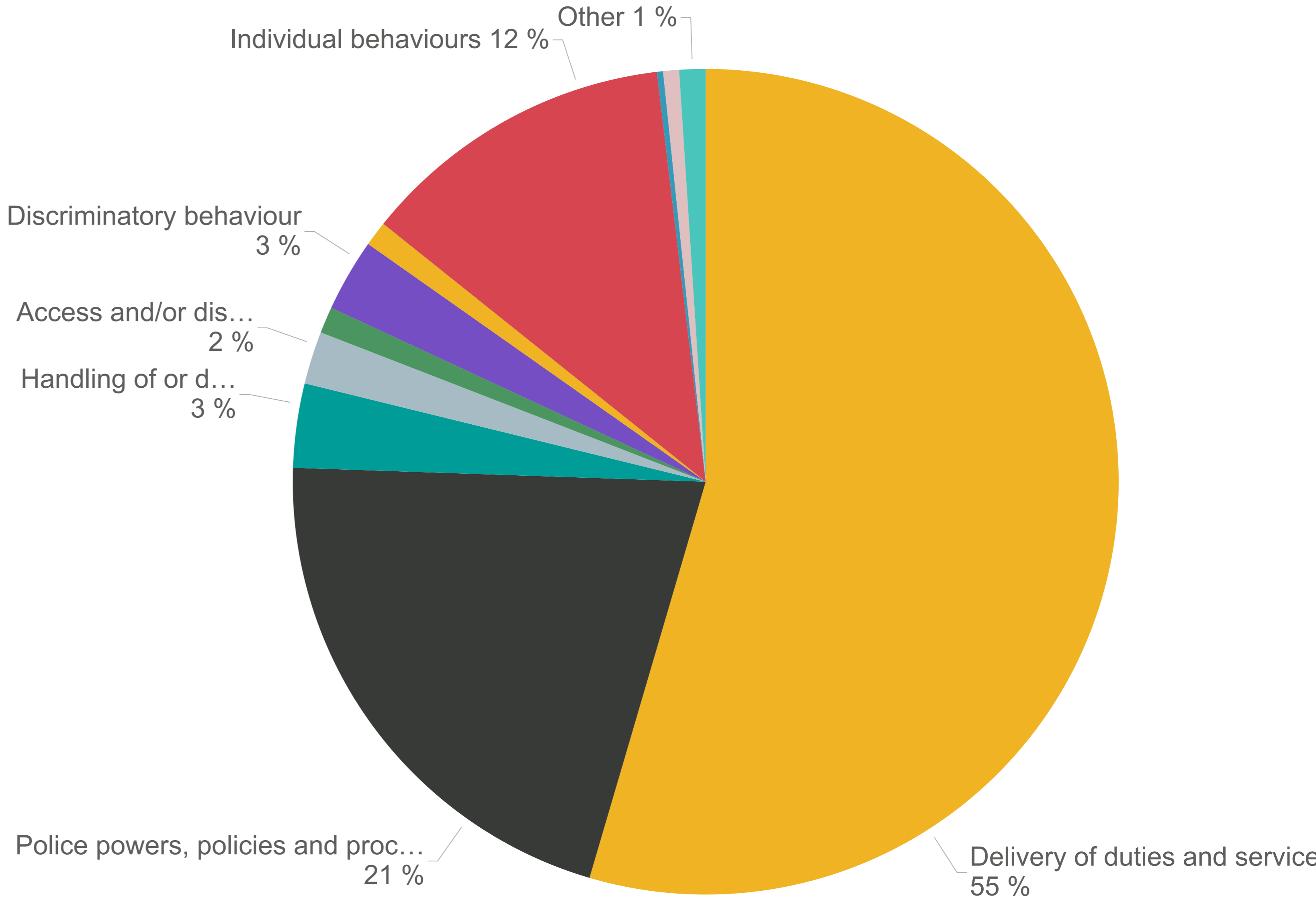
What has been complained about (YTD)

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	11,217	2,876	335	239	121	444	61	742	42	107	282	16,466
SPLY	10,555	3,210	445	223	180	558	66	988	37	184	328	16,774
MSF Average	5,375	1,793	250	144	63	288	61	828	26	57	88	8,972
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	11,217	68 %	10,555	63 %	5,375	58 %	66,726	55 %	
	General level of service	7,191	64 %	6,325	60 %	2,372	41 %	21,727	33 %	
	Police action following contact	2,706	24 %	2,954	28 %	2,017	40 %	27,618	41 %	
	Decisions	963	9 %	845	8 %	589	12 %	9,699	15 %	
	Information	357	3 %	431	4 %	397	8 %	7,682	12 %	
Police powers, policies and procedures	Total	2,875	17 %	3,210	19 %	1,793	20 %	25,687	21 %	
	Use of force	758	26 %	792	25 %	496	29 %	6,584	26 %	
	Power to arrest and detain	532	18 %	548	17 %	310	17 %	4,643	18 %	
	Detention in police custody	363	13 %	319	10 %	258	14 %	3,661	14 %	
	Other policies and procedures	321	11 %	470	15 %	181	11 %	2,576	10 %	
	Evidential procedures	275	10 %	381	12 %	134	7 %	1,861	7 %	
	Stops, and stop and search	264	9 %	326	10 %	119	6 %	1,218	5 %	
	Searches of premises and seizure of property	251	9 %	264	8 %	207	12 %	3,261	13 %	
	Bail, identification and interview procedures	84	3 %	80	2 %	76	3 %	1,489	6 %	
	Out of court disposals	27	1 %	30	1 %	13	1 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	742	5 %	988	6 %	828	10 %	15,132	12 %
		Unprofessional attitude and disrespect	275	37 %	385	39 %	270	35 %	4,272	28 %
		Impolite language / tone	183	25 %	255	26 %	210	27 %	3,890	26 %
Overbearing or harassing behaviours		117	16 %	121	12 %	117	13 %	2,570	17 %	
Impolite and intolerant actions		105	14 %	141	14 %	148	15 %	2,311	15 %	
Lack of fairness and impartiality		62	8 %	86	9 %	83	10 %	2,089	14 %	
Discriminatory behaviour	Total	444	3 %	558	3 %	288	4 %	3,476	3 %	
	Race	290	65 %	385	69 %	163	56 %	1,655	48 %	
	Other	46	10 %	41	7 %	22	8 %	316	9 %	
	Disability	39	9 %	54	10 %	45	16 %	663	19 %	
	Sex	33	7 %	38	7 %	37	13 %	561	16 %	
	Religion or belief	17	4 %	11	2 %	10	3 %	84	2 %	
	Age	8	2 %	6	1 %	3	1 %	53	2 %	
	Sexual orientation	6	1 %	21	4 %	6	2 %	105	3 %	
	Gender reassignment	5	1 %	1	0 %	3	1 %	36	1 %	
	Marriage and civil partnership	0	0 %	1	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Handling of or damage to property/ premises	Total	335	2 %	445	3 %	249	3 %	3,932	3 %	
	Handling of or damage to property/ premises	335	100 %	445	100 %	249	100 %	3,931	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	6,620	40 %	6,335	38 %	3,686	41 %	46,292	38 %
None	4,353	26 %	4,239	25 %	1,795	16 %	22,863	19 %
Arrest	2,070	13 %	2,120	13 %	1,225	14 %	15,683	13 %
Custody	783	5 %	691	4 %	520	6 %	7,020	6 %
Call Handling	693	4 %	693	4 %	361	5 %	5,209	4 %
Roads/traffic	688	4 %	1,021	6 %	538	7 %	7,298	6 %
Stop and/or search	616	4 %	812	5 %	296	3 %	2,543	2 %
Neighbourhood policing	472	3 %	562	3 %	446	5 %	5,699	5 %
Premises search	280	2 %	392	2 %	227	3 %	2,989	2 %
Mental health	274	2 %	311	2 %	287	3 %	3,667	3 %
VAWG - dissatisfaction handling	209	1 %	417	2 %	400	5 %	5,179	4 %
Domestic / gender abuse	188	1 %	274	2 %	463	5 %	6,828	6 %
Restraint equipment	159	1 %	231	1 %	126	1 %	1,321	1 %
Child protection / CSA / CSE	115	1 %	90	1 %	130	2 %	2,199	2 %
VAWG - police perpetrated	112	1 %	127	1 %	78	1 %	848	1 %
Public order incident	107	1 %	112	1 %	68	1 %	972	1 %
Death	100	1 %	135	1 %	70	1 %	1,105	1 %
Missing persons	63	0 %	67	0 %	53	1 %	771	1 %
Drugs / alcohol	57	0 %	71	0 %	77	1 %	1,408	1 %
Firearms	42	0 %	51	0 %	29	0 %	559	0 %
Hate Crime	30	0 %	60	0 %	37	1 %	699	1 %
Social media	29	0 %	53	0 %	41	1 %	506	0 %
Fraud	22	0 %	36	0 %	31	0 %	779	1 %
Police dogs or horses	22	0 %	25	0 %	8	0 %	76	0 %
Taser	19	0 %	40	0 %	14	0 %	146	0 %
Serious injury	13	0 %	27	0 %	22	0 %	256	0 %
Covert policing	10	0 %	9	0 %	6	0 %	66	0 %
VAWG - police victim	4	0 %	11	0 %	3	0 %	107	0 %
Coronavirus - other	0	0 %	6	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 %	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 %	9	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	Discriminatory behaviour	Individual behaviours
VAWG - police victim	3	0	0	0	0
VAWG - police perpetrated	12	34	0	4	21
VAWG - dissatisfaction handling	175	16	2	3	5
Taser	4	15	0	0	0
Stop and/or search	128	374	9	51	36
Social media	13	1	0	1	0
Serious injury	4	7	0	0	0
Roads/traffic	393	108	9	36	55
Restraint equipment	13	141	2	3	0
Public order incident	47	33	0	8	11
Premises search	56	158	42	6	11
Police dogs or horses	9	10	0	0	1
None	3,208	351	110	101	219
Neighbourhood policing	388	18	2	9	42
Missing persons	45	14	1	1	0
Mental health	168	65	1	8	17
Investigation	5,459	544	100	133	176
Hate Crime	20	3	0	5	1
Fraud	15	3	0	0	0
Firearms	21	15	1	1	1
Drugs / alcohol	20	27	0	2	2
Domestic / gender abuse	151	10	1	5	6
Death	84	6	3	0	3
Custody	239	450	16	16	36
Covert policing	5	5	0	0	0
Child protection / CSA / CSE	86	16	0	2	3
Call Handling	571	18	3	17	81
Arrest	725	1,063	61	75	71
Total	11,210	2,876	335	444	741

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	158	54	1	213
Q4 23/24	91	39	3	132
Q1 24/25	68	47	0	114
Q2 24/25	82	38	2	122
Q3 24/25	59	27	2	86
Total	458	205	8	667

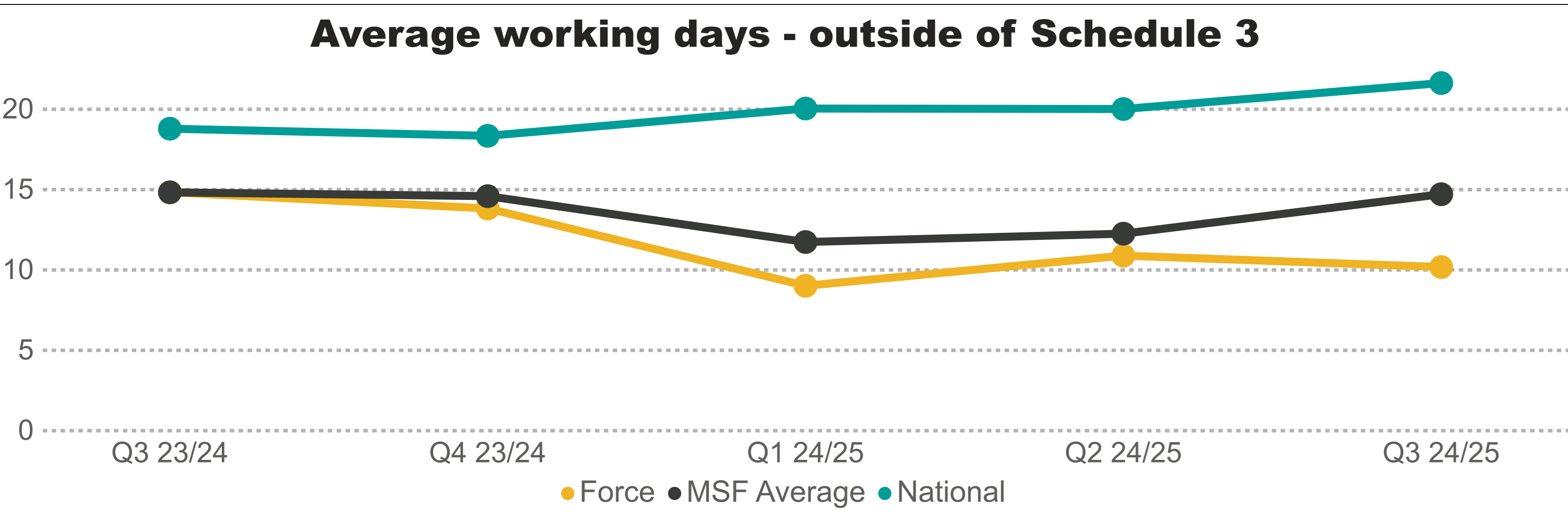
Section A2: Allegations timeliness

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.

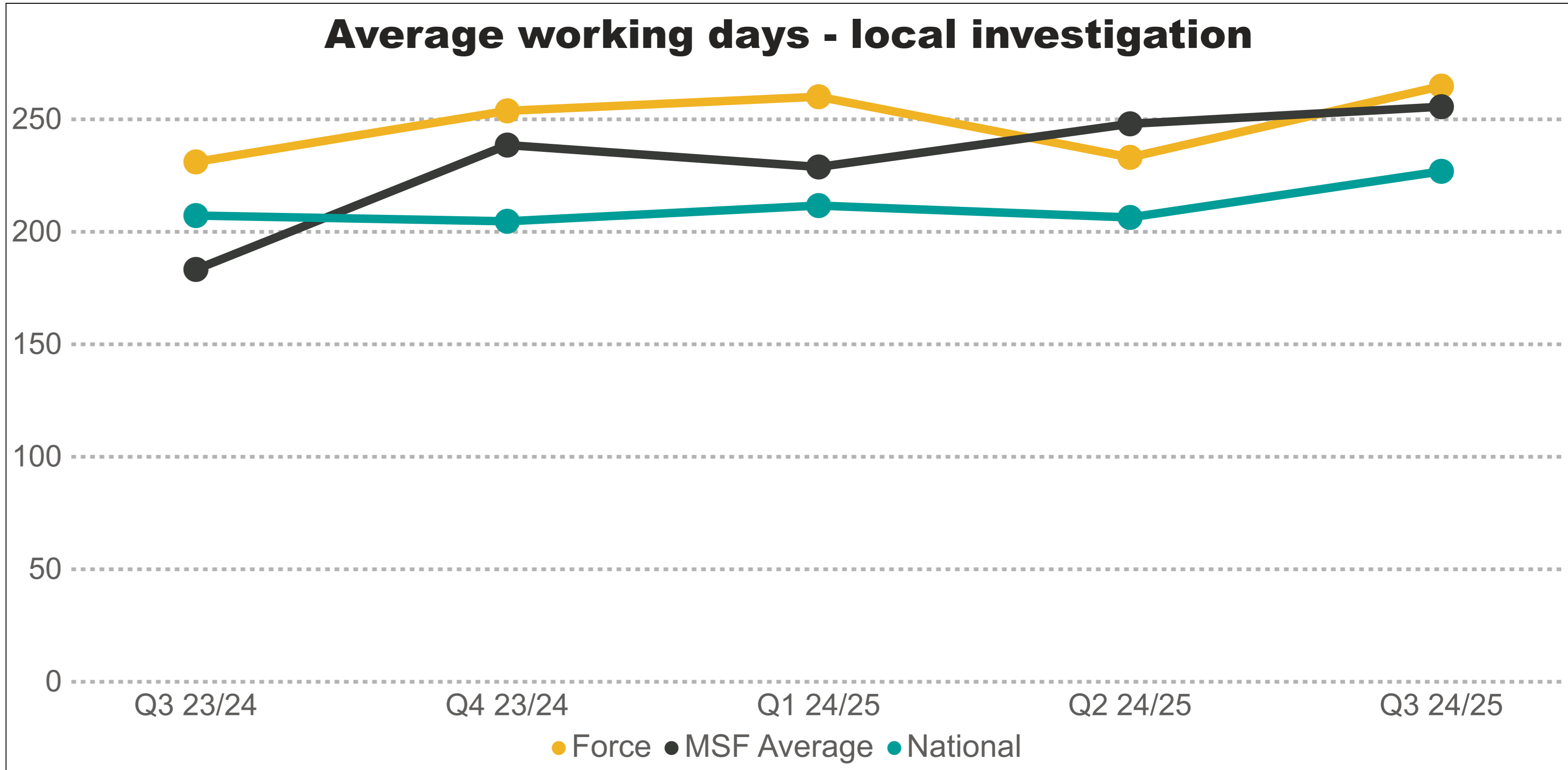
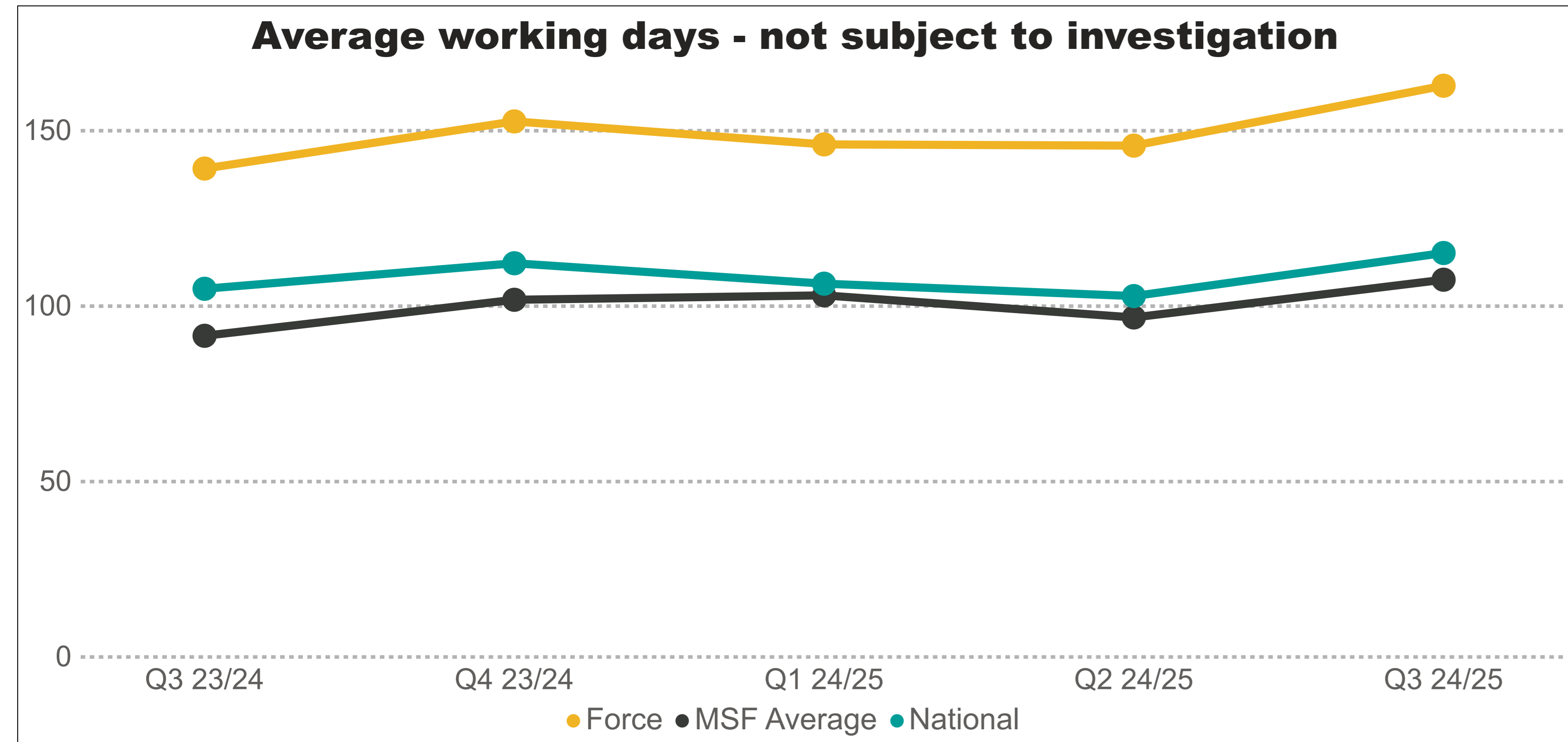
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	6,426	10	8,395	151	3,132	252	75	216
SPLY	6,047	17	6,753	149	3,624	230	89	328
MSF Average	3,860	13	4,467	102	1,018	249	28	364
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)	2,591	14 %	853	7 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	616	3 %	193	1 %	1,408	1 %
Under Schedule 3 - not investigated	8,395	47 %	4467	45 %	53,990	45 %
Outside of Schedule 3	6,426	36 %	3860	47 %	51,937	43 %
Total	18,028	100 %	9372	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					462	6 %	4,006	7 %	4	1 %	22	2 %	123	5 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %	6	0 %	155	1 %
Service provided - unable to determine					1003	12 %	4,930	9 %	11	2 %	18	1 %	267	10 %	1,148	9 %
Service provided - not acceptable					961	11 %	7,176	13 %	17	3 %	43	3 %	293	11 %	1,461	12 %
Service provided - acceptable					5802	69 %	36,299	67 %	123	20 %	199	14 %	1858	72 %	8,649	72 %
Not Resolved	585	9 %	2,767	5 %												
Resolved	5841	91 %	49,169	95 %												
No Case to Answer									382	62 %	796	57 %				
Case to Answer									69	11 %	301	21 %				
Withdrawal					167	2 %	1,501	3 %	10	2 %	26	2 %	44	2 %	332	3 %

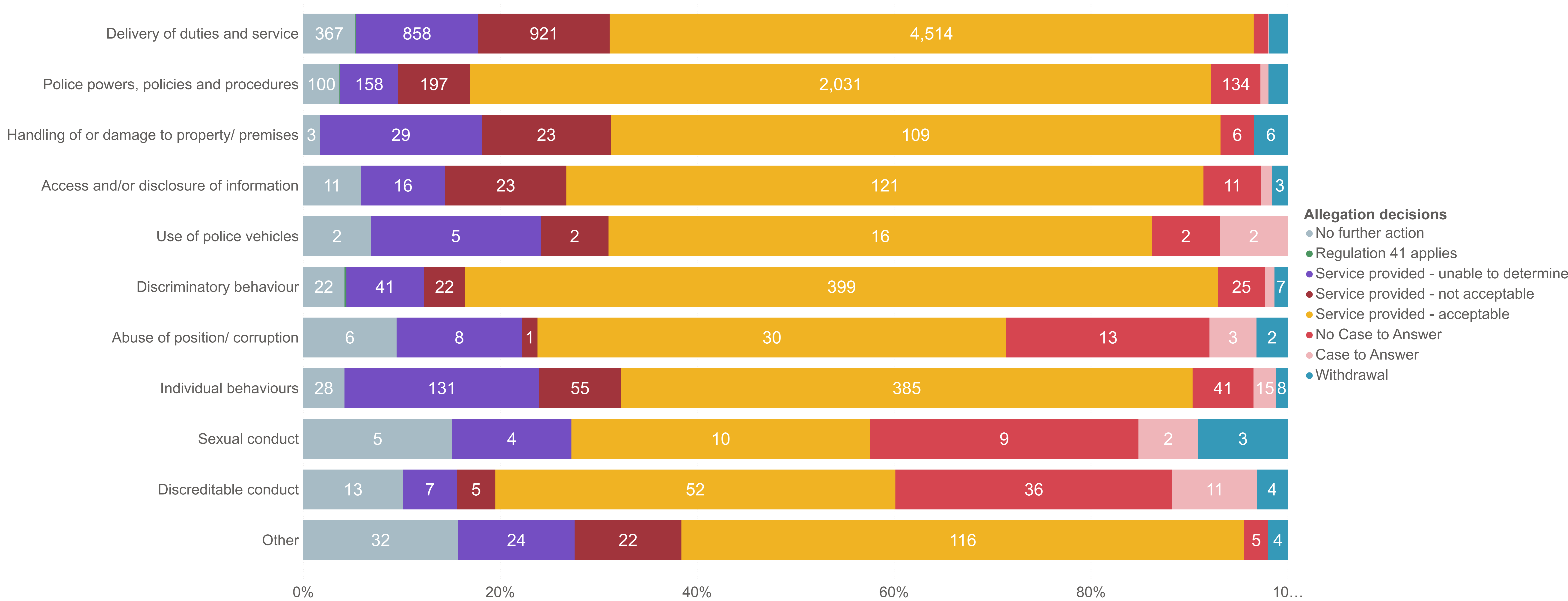
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	4,687	534	184	53	101	11	2	198	1	2	68	5,841
Not Resolved	425	69	14	3	7	9	3	29	1	4	21	585

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 %	3	0 %	3	0 %	199	0 %
Learning from reflection	24	0 %	43	1 %	16	1 %	1,462	3 %
Policy review	0	0 %	1	0 %	1	0 %	48	0 %
Goodwill gesture	13	0 %	21	0 %	4	0 %	80	0 %
Apology	951	15 %	759	13 %	408	8 %	4,995	10 %
Debrief	17	0 %	25	0 %	24	1 %	436	1 %
Explanation	4,084	64 %	3,228	53 %	2,213	61 %	32,190	62 %
No further action	852	13 %	1,035	17 %	381	9 %	5,660	11 %
Other action	441	7 %	504	8 %	796	20 %	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	93	1 %	58	1 %	30	1 %	586	1 %
Apology	294	3 %	294	3 %	148	2 %	2,663	4 %
Debrief	1	0 %	10	0 %	441	6 %	1,928	3 %
Explanation	6,551	56 %	5,304	51 %	3,446	69 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	2	0 %	8	0 %	1	0 %	27	0 %
No further action	3,396	29 %	3,596	34 %	1,029	15 %	14,539	22 %
Other action	37	0 %	51	0 %	24	1 %	670	1 %
Learning from reflection	704	6 %	617	6 %	246	4 %	3,600	5 %
Referral to RPRP	406	3 %	369	4 %	111	1 %	1,026	2 %

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

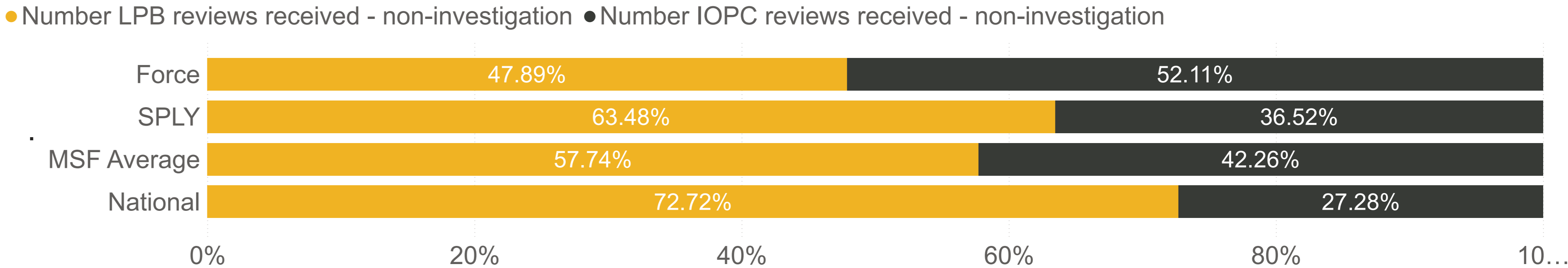
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	23	4 %	57	9 %	10	6 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	4	1 %	0	0 %	10	1 %
Other actions following a case to answer decision	36	6 %	20	3 %	11	7 %	93	7 %
Referral to RPRP	99	16 %	84	13 %	30	13 %	230	16 %

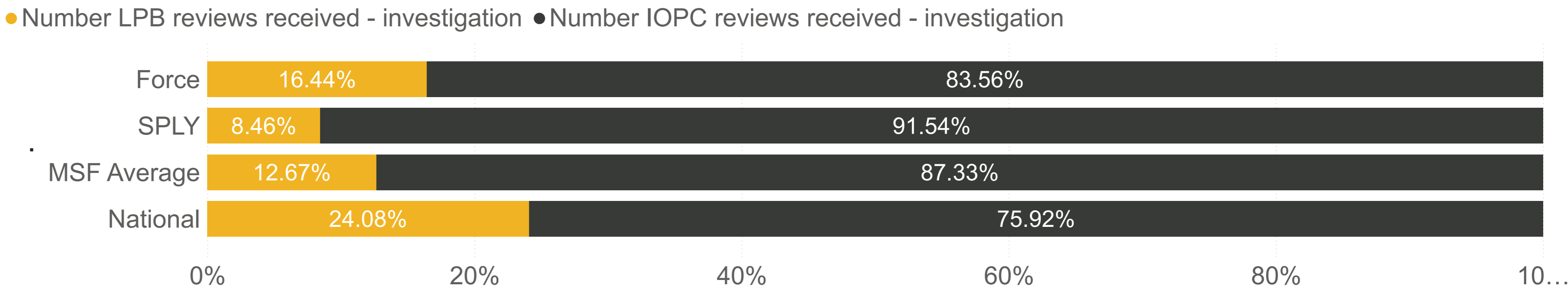
Section C1: Reviews received and timeliness (Year to date)

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	261	284
SPLY	325	187
MSF Average	180	132
National	2,868	1,076



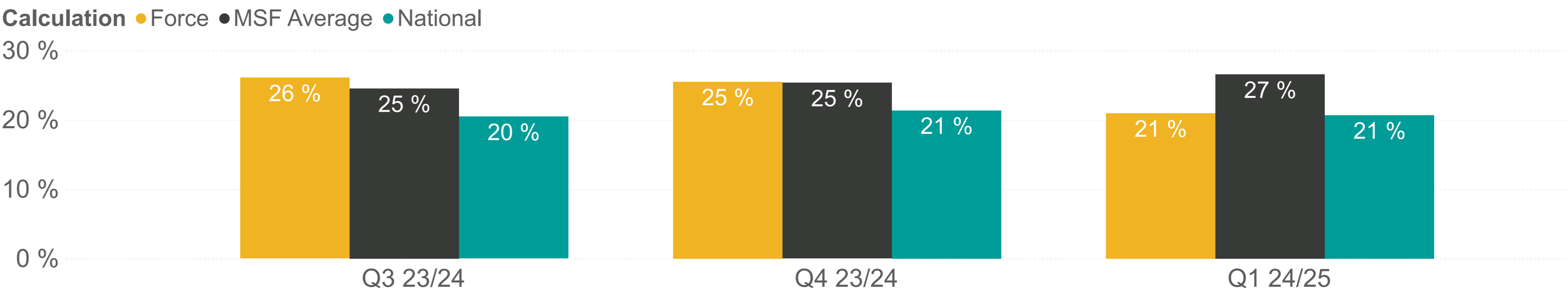
Investigation reviews received	LPB	IOPC
Force	36	183
SPLY	17	184
MSF Average	10	66
National	230	725



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	764	3,245
SPLY	713	2,887
MSF Average	387	1,588
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	147	150	49	48
Average number of working days to complete IOPC reviews	140	131	122	137

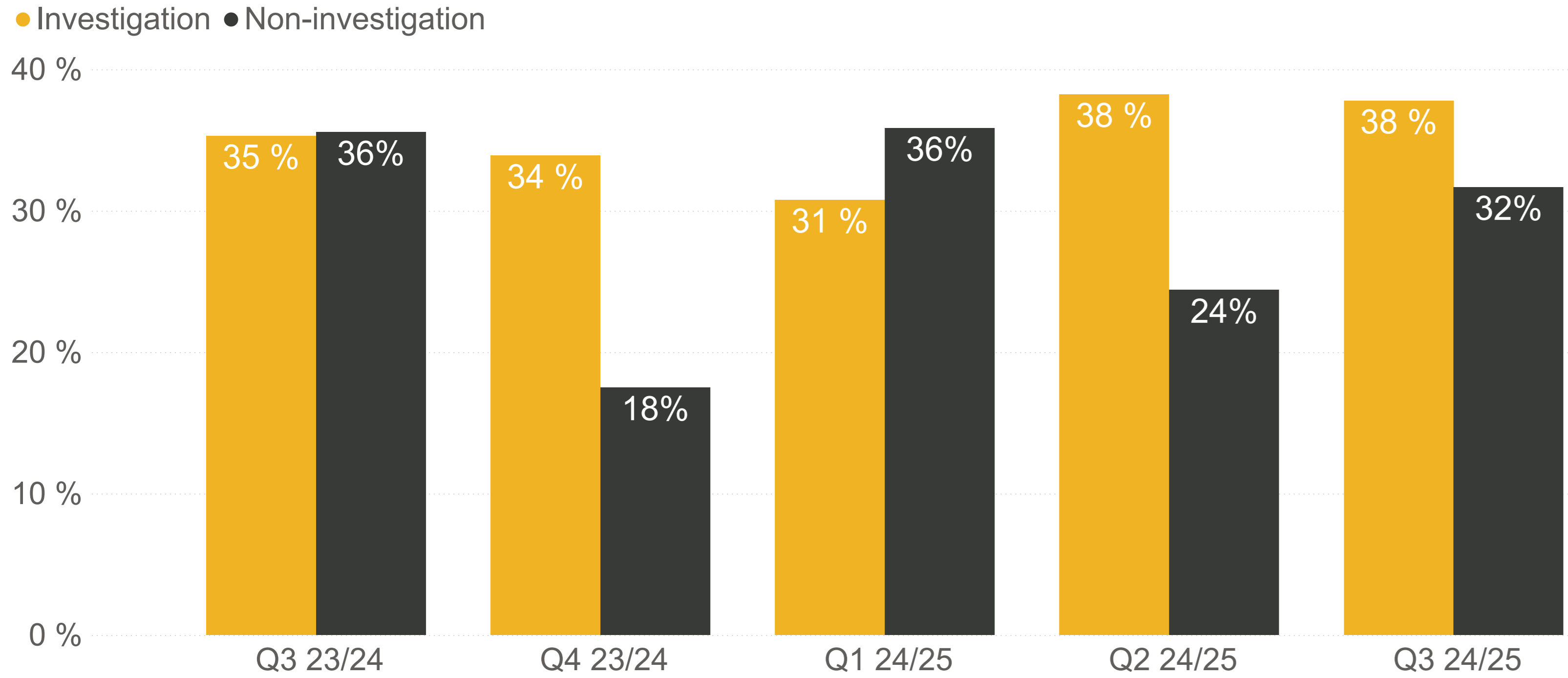
Section C2: Outcomes on reviews

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.

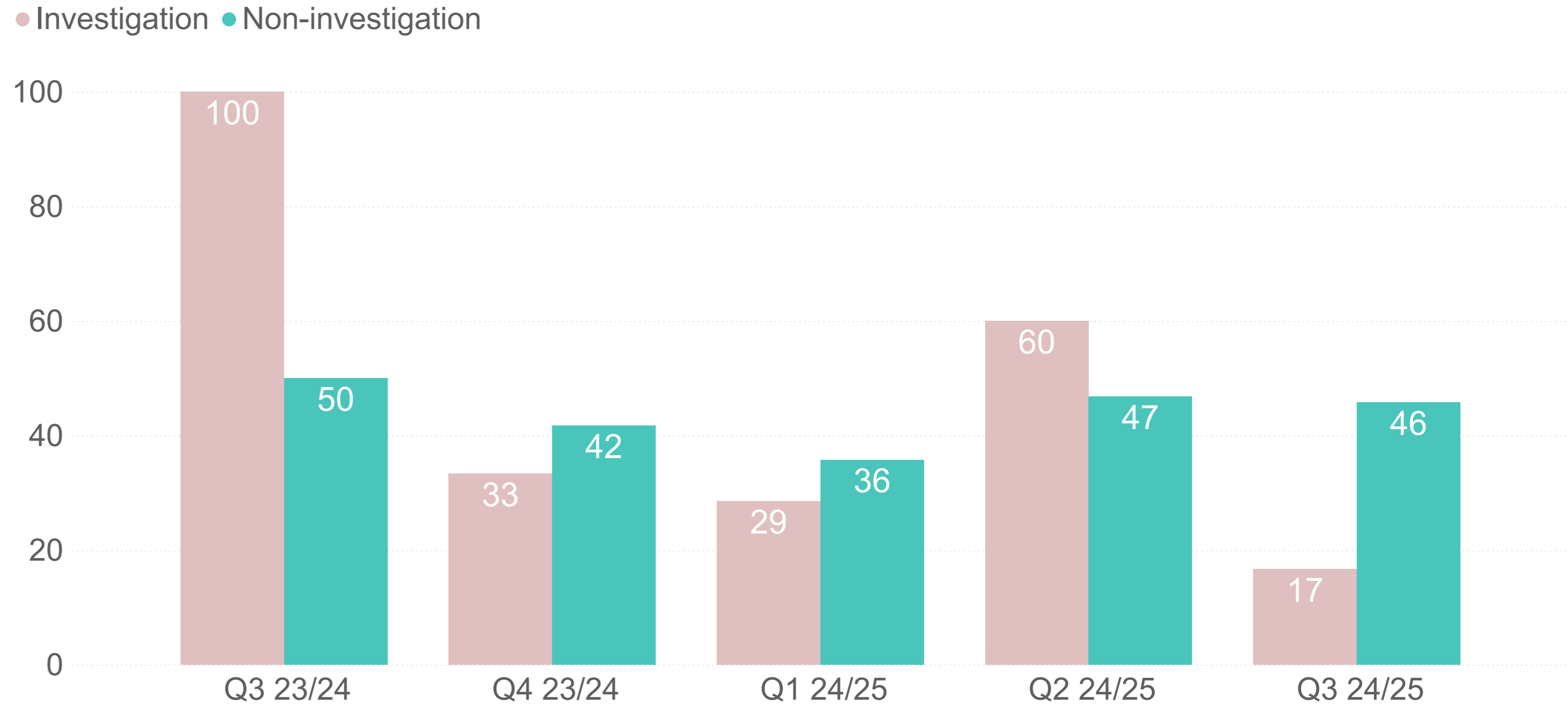
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	178	63	18	6
SPLY	109	36	5	1
MSF Average	60	22	5	6
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	154	48	310	132
SPLY	149	49	229	107
MSF Average	81	26	185	60
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



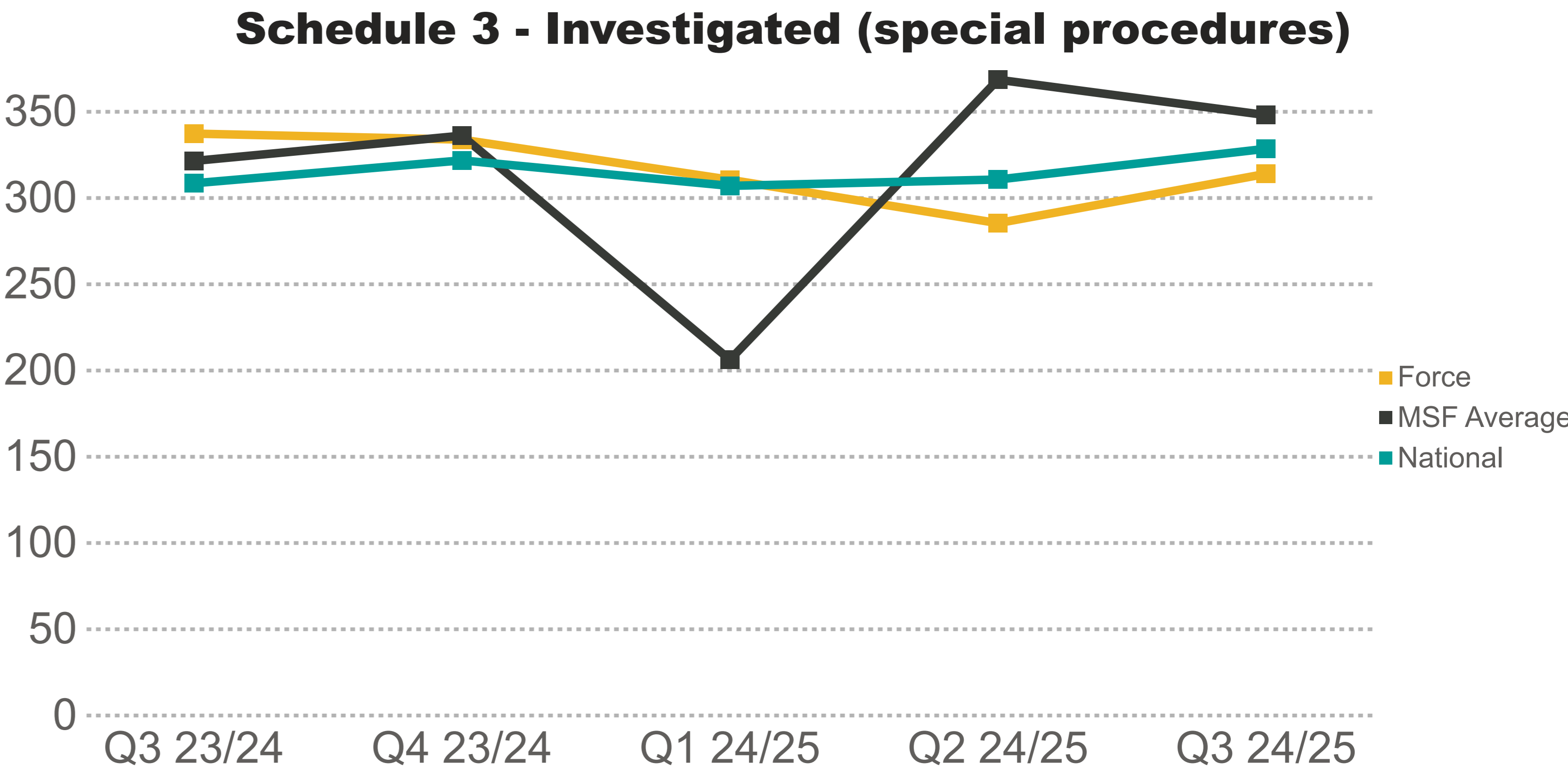
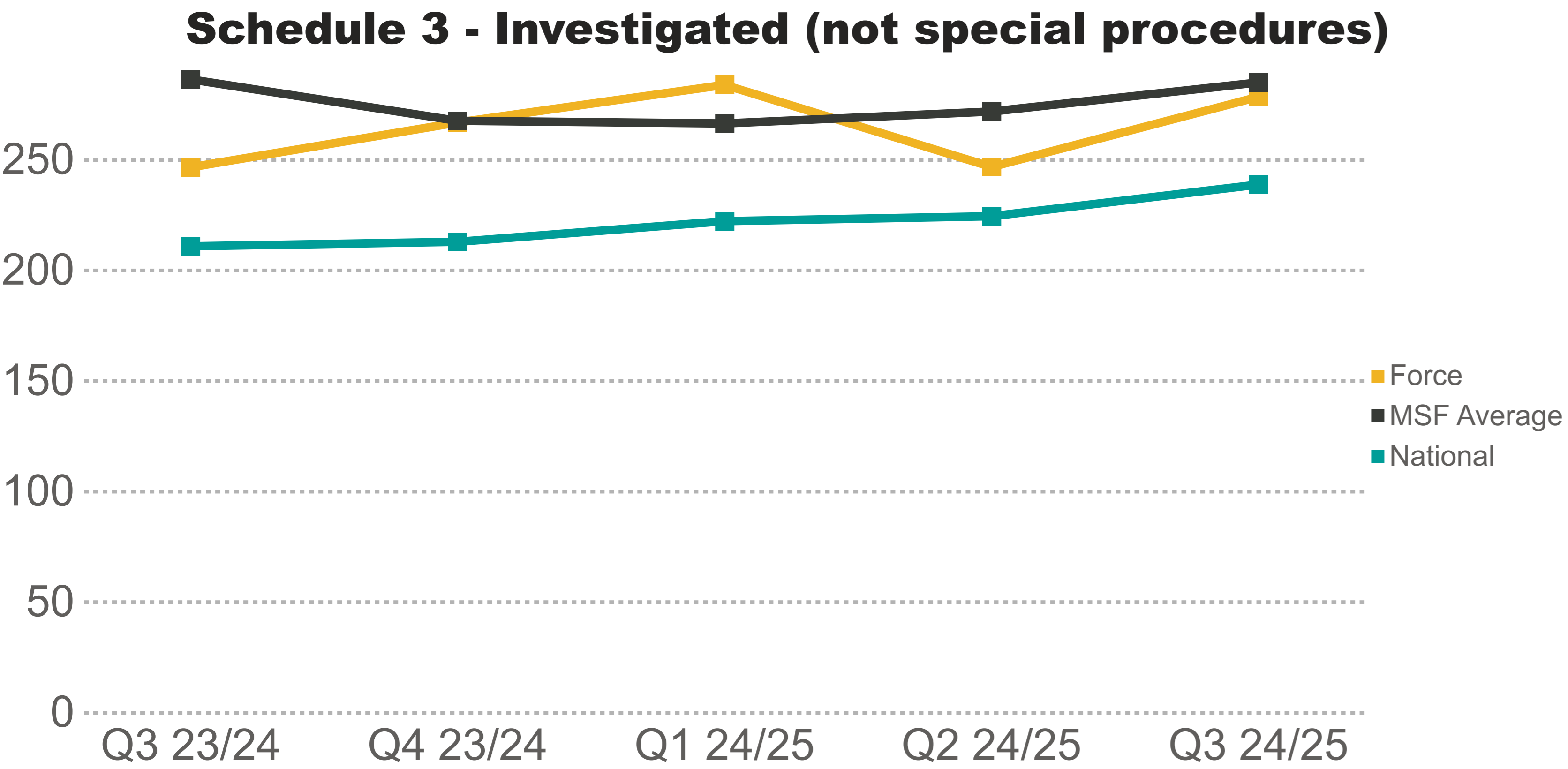
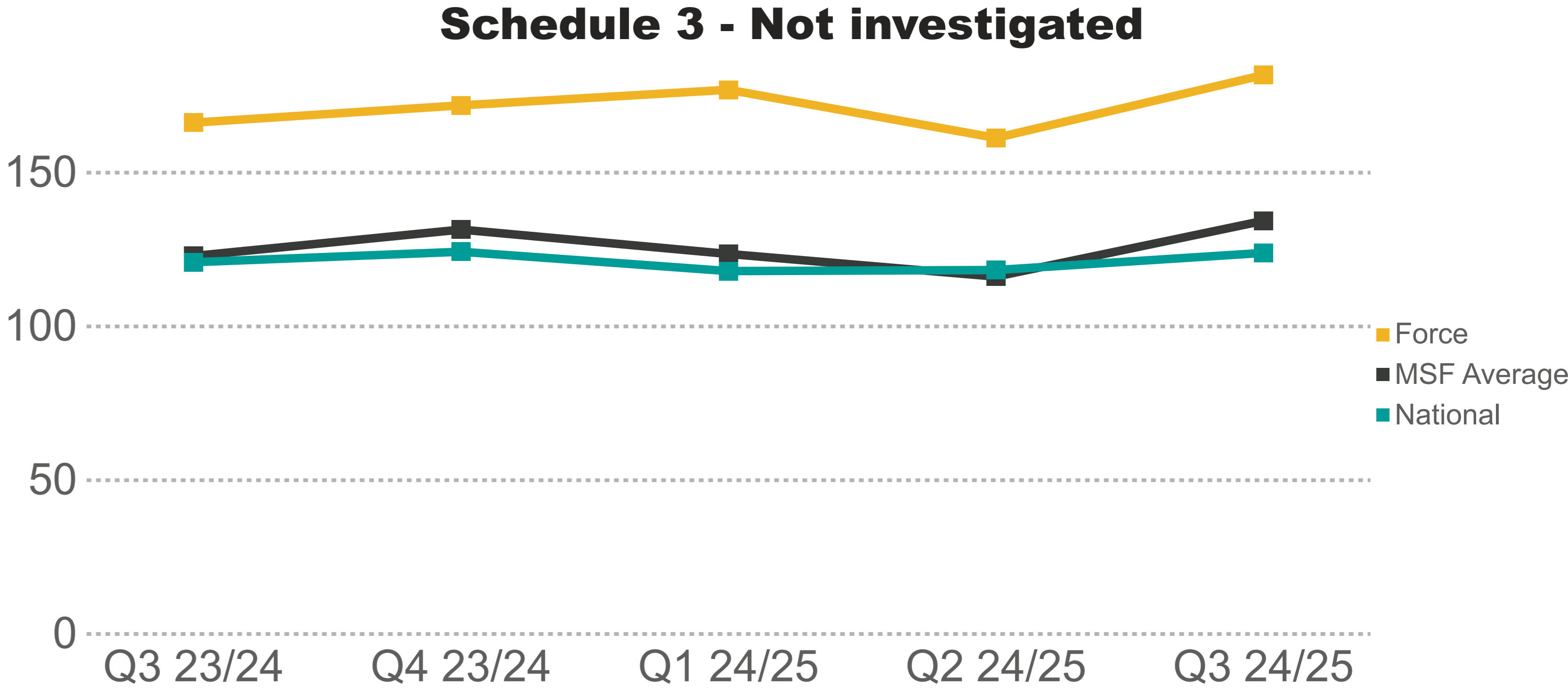
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	303	347	352	315
Under Schedule 3 investigated (not subject to special procedures)	271	257	277	228
Under Schedule 3 - not investigated	173	189	124	120
Total	203	213	150	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	2,336	2,048	1,277	19,007
Under Schedule 3 investigated (not subject to special procedures)	709	702	246	3,833
Under Schedule 3 investigated (subject to special procedures)	200	137	65	524
Total	3,245	2,887	1,588	23,364

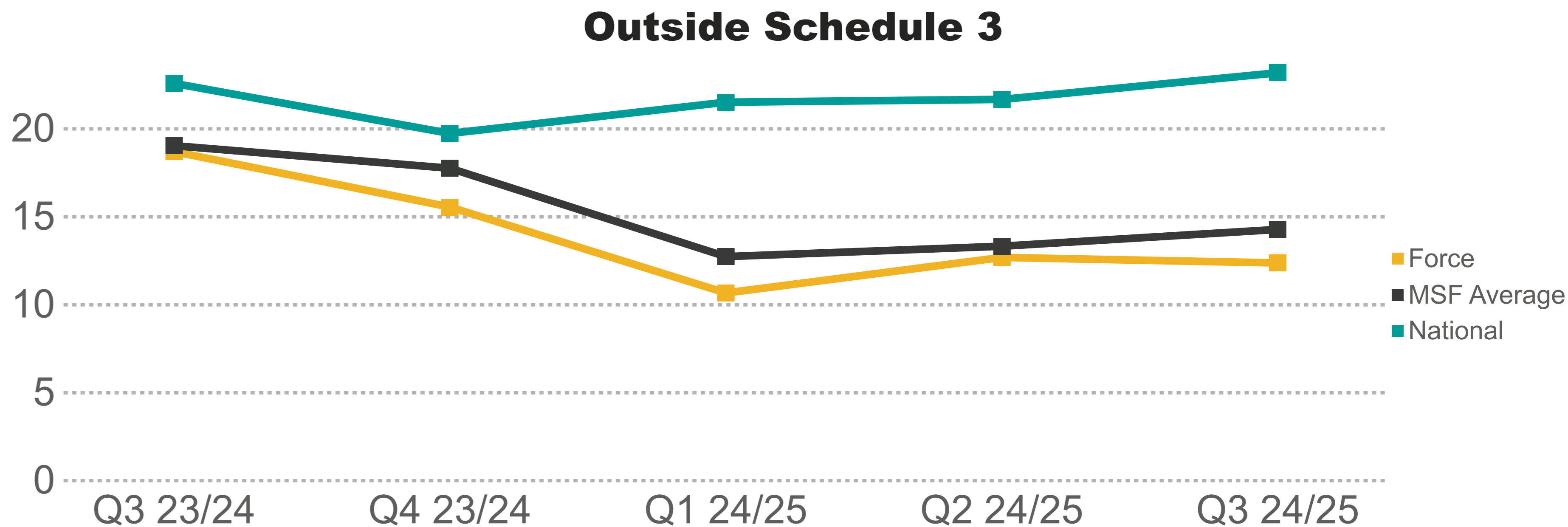


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	6357	5742	3288	43520
Average days to finalise complaint cases handled outside of Schedule 3	12	20	13	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	6,357	66%	5,742	67%	3,288	67%	43,520	65%
Under Schedule 3 - not investigated	2,336	24%	2,048	24%	1,277	26%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	709	7%	702	8%	246	5%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	200	2%	137	2%	65	1%	524	1%
Total	9,602	100%	8,629	100%	4,876	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.

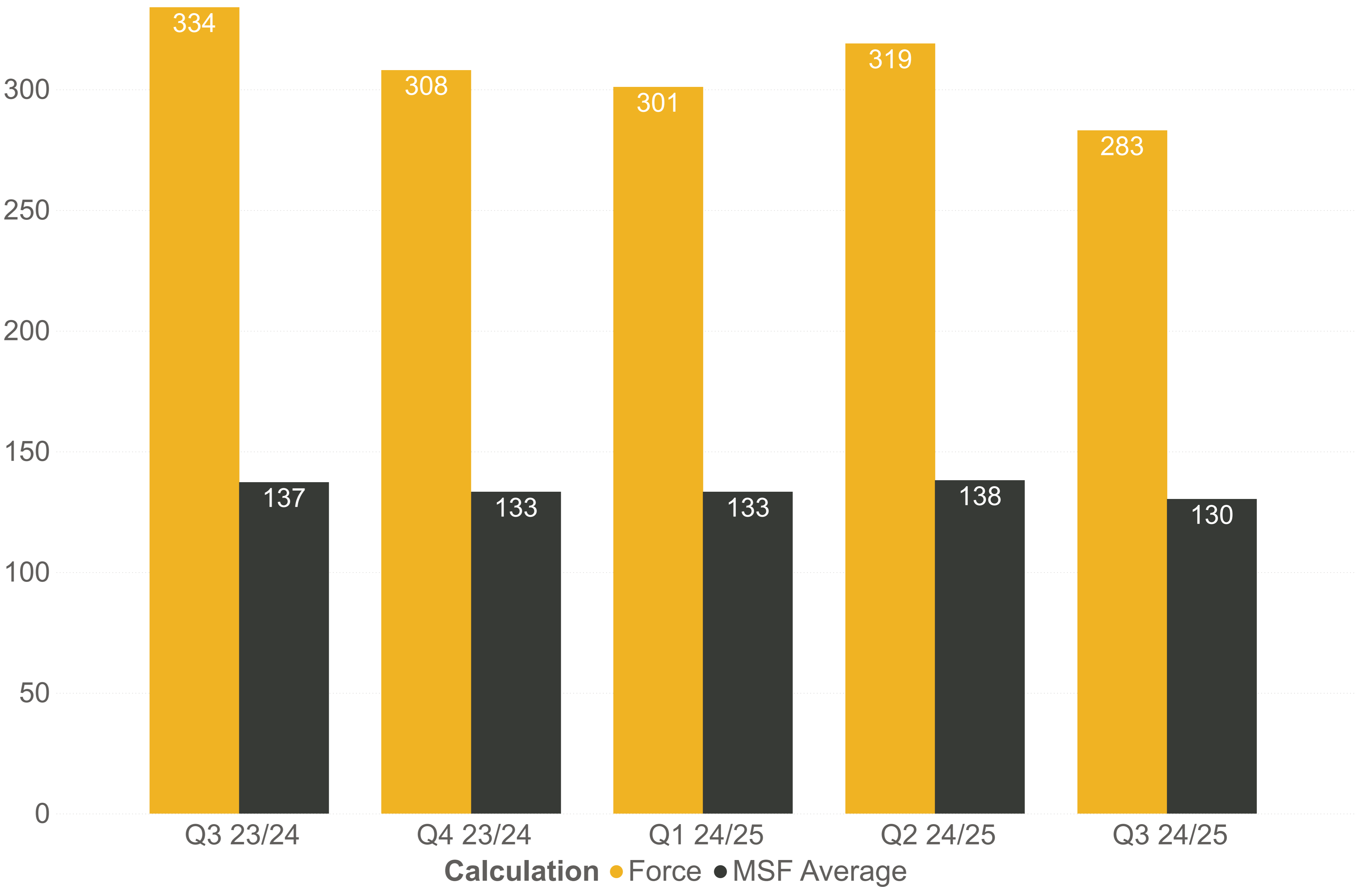
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	903	1,163	402	5,168
Number referrals completed	909	1,166	400	5,081
Decision: Independent Investigation	39	85	29	279
Decision: Directed Investigation	11	4	4	23
Decision: Local Investigation	558	827	232	2,754
Decision: Return to Force	282	242	129	1,907
Decision: Invalid	19	7	7	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, West Midlands, West Yorkshire

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 \(February 2020\)](#).