

Interim Police Complaints Information Bulletin: Surrey

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

Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017.

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

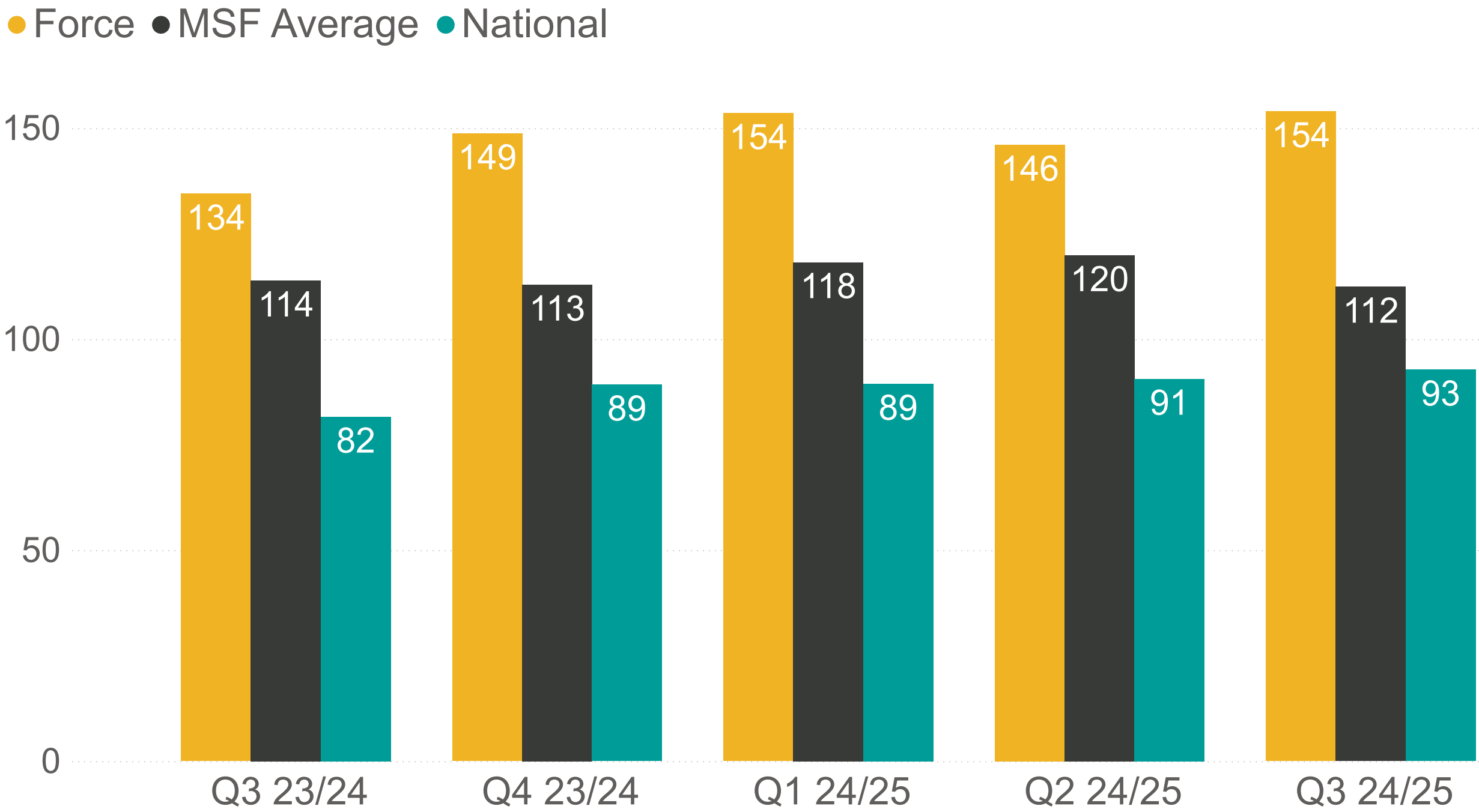
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

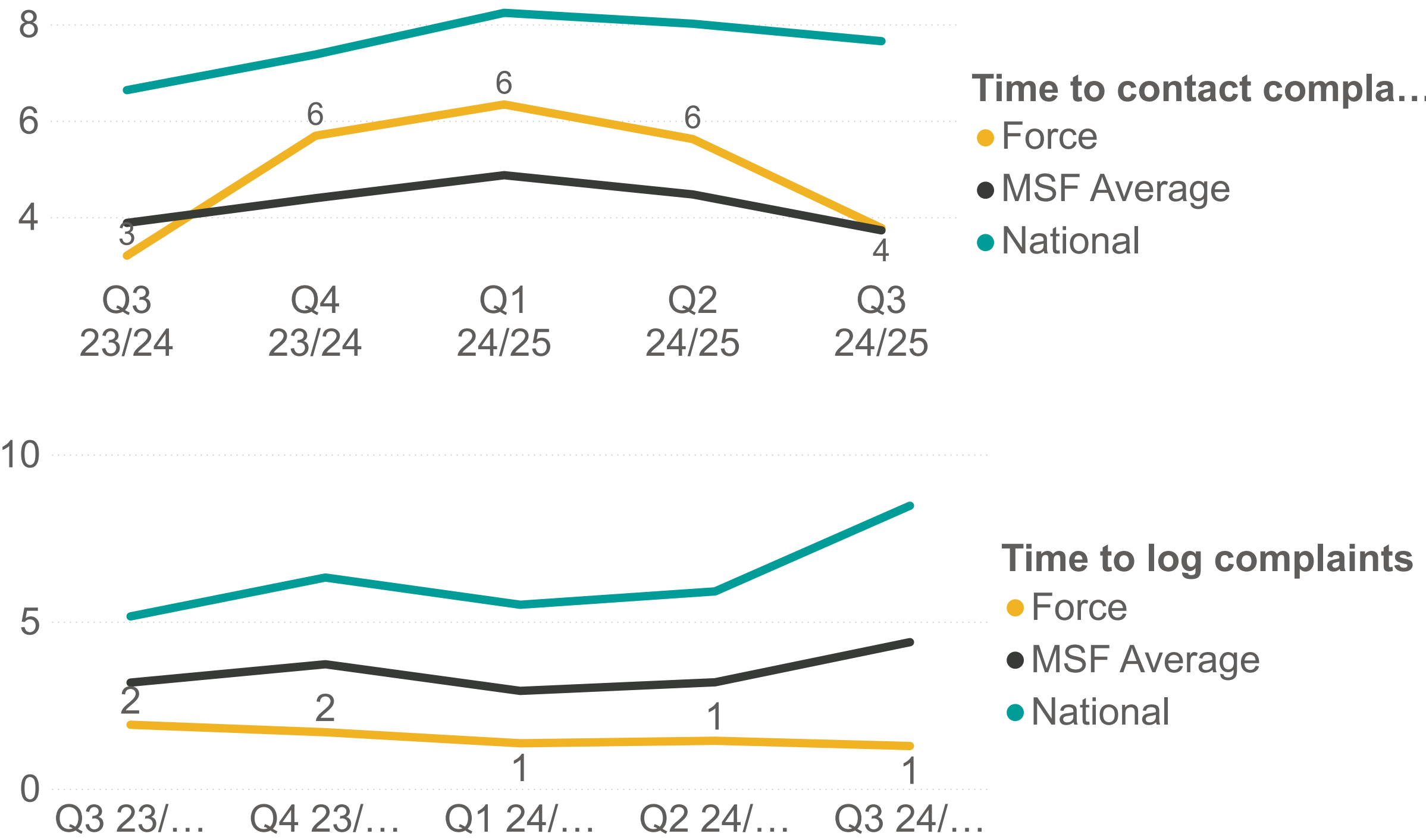
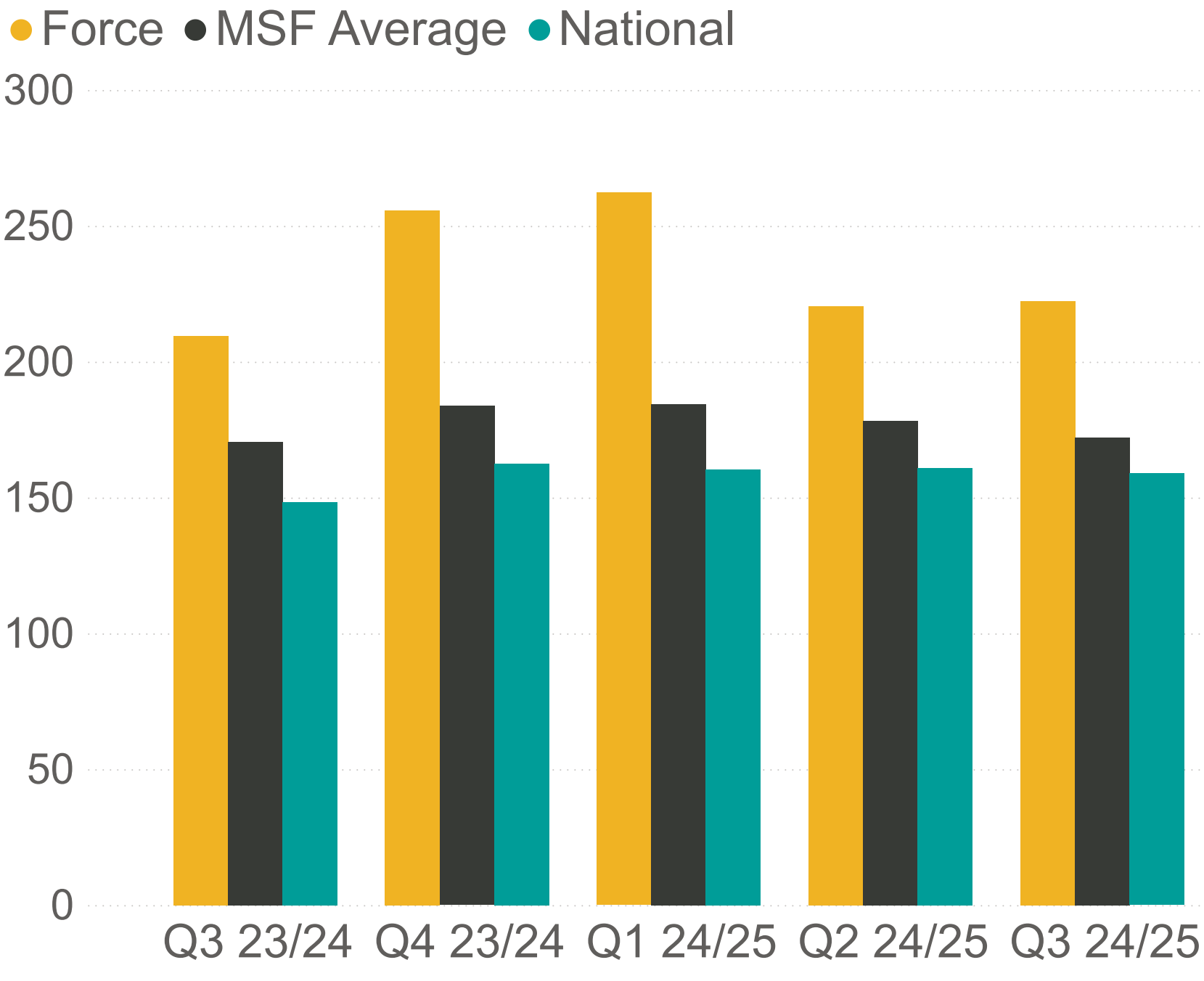
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	1,994	453	3,099	705	5	1
SPLY	1,687	388	2,969	683	2	1
MSF Average	1,702	350	2,481	535	4	3
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	88	55	303	9,603
Complainant wishes the complaint be recorded	208	267	111	4,564
Dissatisfaction after initial handling	116	176	92	3,723
Nature of the allegation(s) in the complaint	45	68	111	5,364
Total	457	566	616	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	19 %	10 %	38 %	41 %
Complainant wishes the complaint be recorded	46 %	47 %	21 %	20 %
Dissatisfaction after initial handling	25 %	31 %	19 %	16 %
Nature of the allegation(s) in the complaint	10 %	12 %	22 %	23 %

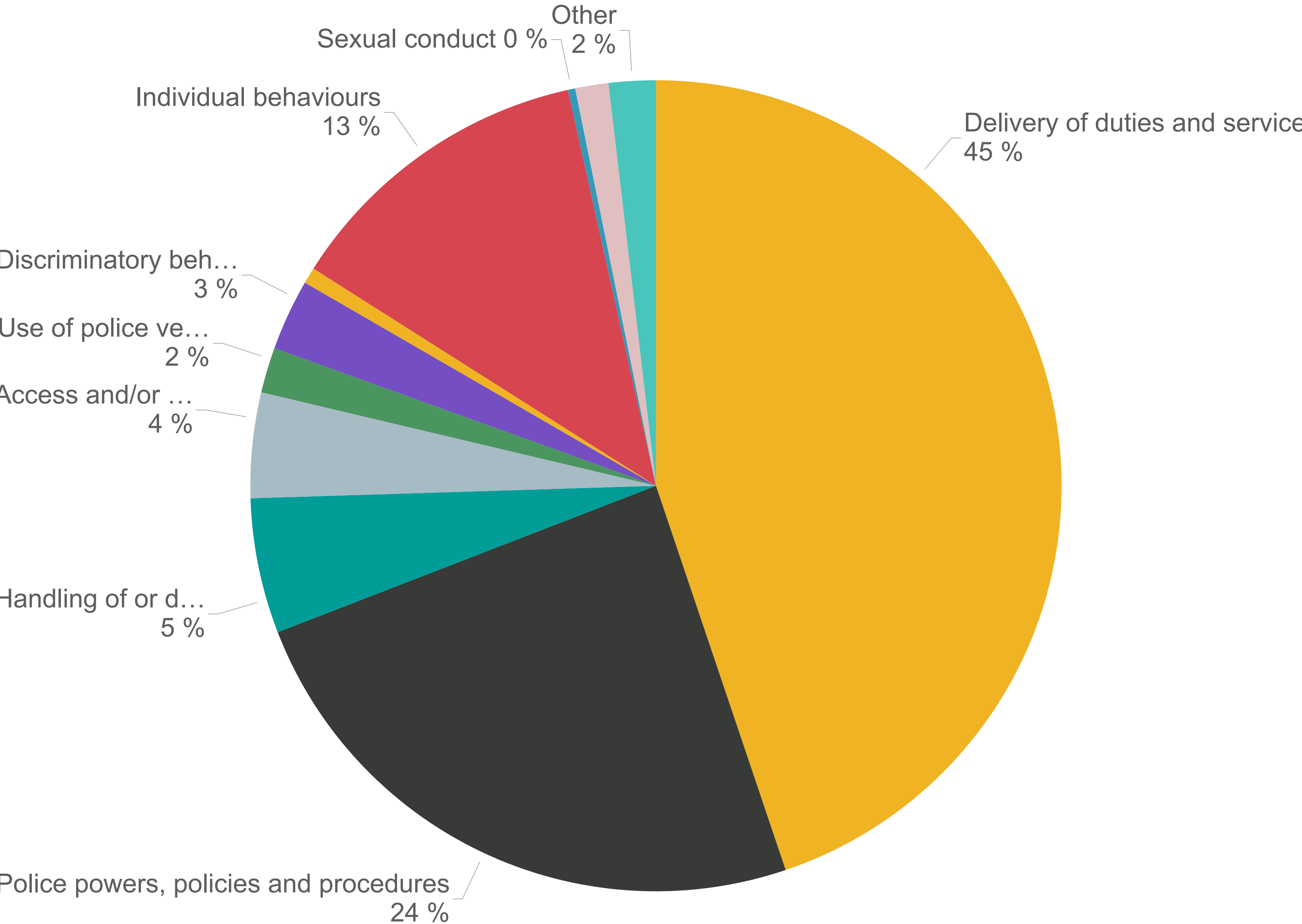
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

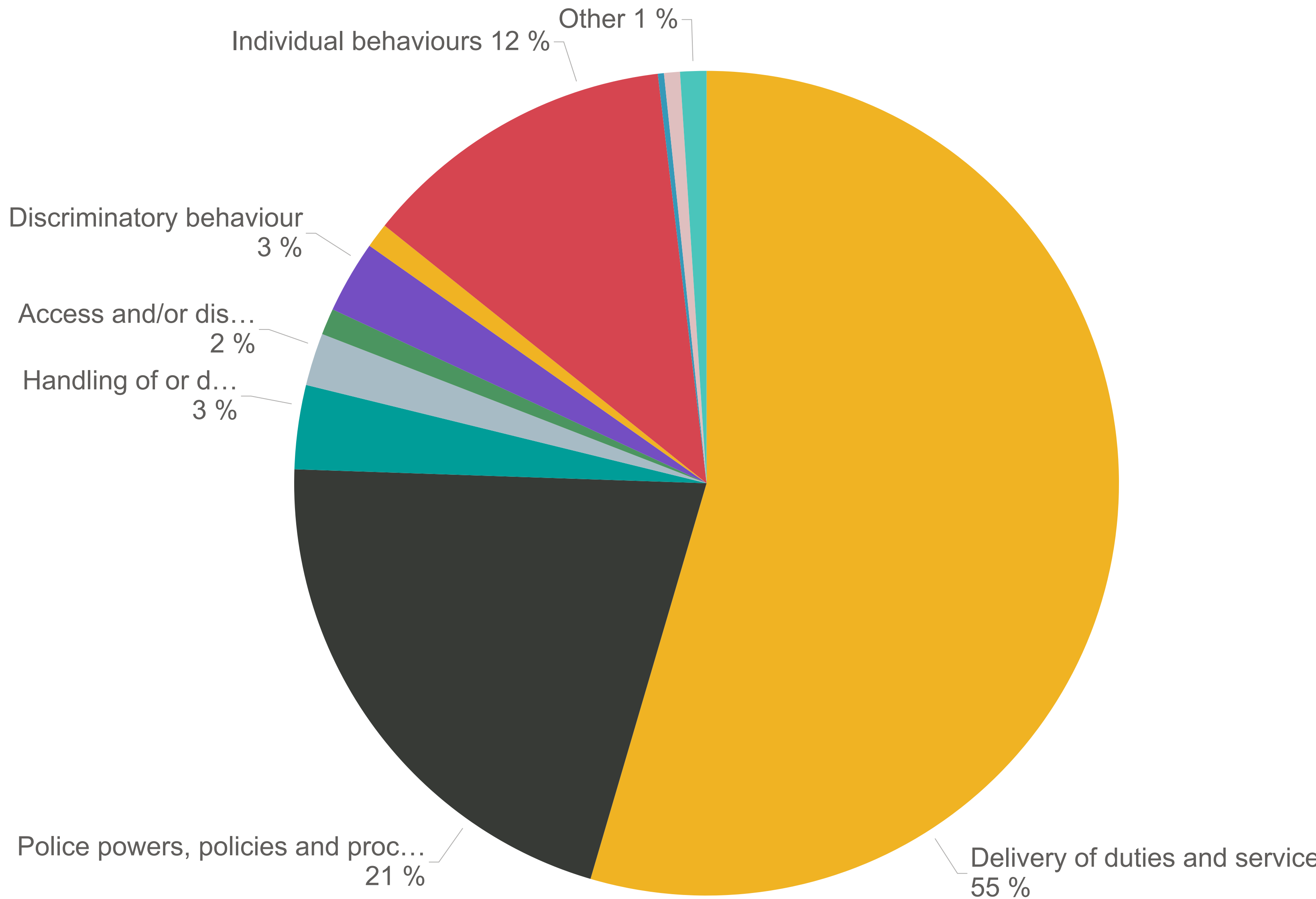
What has been complained about (YTD)

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	1,389	753	167	130	56	88	20	388	9	41	58	3,099
SPLY	1,563	603	170	62	49	77	30	350	7	21	37	2,969
MSF Average	1,253	567	98	75	33	83	24	305	6	16	23	2,481
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	1,389	45 %	1,563	53 %	1,253	49 %	66,726	55 %	
	Police action following contact	883	64 %	229	15 %	465	42 %	27,618	41 %	
	General level of service	217	16 %	1,095	70 %	497	30 %	21,727	33 %	
	Information	175	13 %	127	8 %	117	10 %	7,682	12 %	
	Decisions	114	8 %	112	7 %	175	17 %	9,699	15 %	
Police powers, policies and procedures	Total	753	24 %	603	20 %	567	23 %	25,687	21 %	
	Power to arrest and detain	216	29 %	168	28 %	117	20 %	4,643	18 %	
	Use of force	120	16 %	121	20 %	120	22 %	6,584	26 %	
	Searches of premises and seizure of property	110	15 %	78	13 %	66	11 %	3,261	13 %	
	Other policies and procedures	76	10 %	63	10 %	102	18 %	2,576	10 %	
	Detention in police custody	71	9 %	57	9 %	47	9 %	3,661	14 %	
	Evidential procedures	62	8 %	41	7 %	40	6 %	1,861	7 %	
	Bail, identification and interview procedures	52	7 %	45	7 %	40	8 %	1,489	6 %	
	Stops, and stop and search	30	4 %	18	3 %	21	4 %	1,218	5 %	
	Out of court disposals	16	2 %	12	2 %	14	2 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	388	13 %	350	12 %	305	14 %	15,132	12 %
		Unprofessional attitude and disrespect	125	32 %	107	31 %	92	30 %	4,272	28 %
		Overbearing or harassing behaviours	97	25 %	74	21 %	55	17 %	2,570	17 %
Lack of fairness and impartiality		69	18 %	42	12 %	47	15 %	2,089	14 %	
Impolite language / tone		56	14 %	80	23 %	63	21 %	3,890	26 %	
Impolite and intolerant actions		41	11 %	47	13 %	48	16 %	2,311	15 %	
Handling of or damage to property/ premises	Total	167	5 %	170	6 %	94	4 %	3,932	3 %	
	Handling of or damage to property/ premises	167	100 %	170	100 %	94	89 %	3,931	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	130	4 %	62	2 %	75	3 %	2,522	2 %	
	Disclosure of information	106	82 %	37	60 %	52	68 %	1,678	67 %	
	Handling of information	13	10 %	16	26 %	16	23 %	552	22 %	
	Use of police systems	7	5 %	6	10 %	4	7 %	191	8 %	
	Accessing and handling of information from other sources	4	3 %	3	5 %	3	3 %	100	4 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	

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

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	1,147	37 %	855	29 %	926	38 %	46,292	38 %
None	773	25 %	1,095	37 %	383	14 %	22,863	19 %
Arrest	359	12 %	287	10 %	289	12 %	15,683	13 %
Roads/traffic	260	8 %	216	7 %	220	9 %	7,298	6 %
Custody	197	6 %	176	6 %	113	5 %	7,020	6 %
Domestic / gender abuse	188	6 %	162	5 %	176	8 %	6,828	6 %
VAWG - dissatisfaction handling	128	4 %	102	3 %	119	5 %	5,179	4 %
Call Handling	103	3 %	93	3 %	136	7 %	5,209	4 %
Premises search	103	3 %	93	3 %	54	2 %	2,989	2 %
Neighbourhood policing	96	3 %	91	3 %	116	5 %	5,699	5 %
Child protection / CSA / CSE	81	3 %	65	2 %	48	2 %	2,199	2 %
Mental health	80	3 %	48	2 %	71	3 %	3,667	3 %
Stop and/or search	43	1 %	29	1 %	33	1 %	2,543	2 %
Drugs / alcohol	42	1 %	36	1 %	28	1 %	1,408	1 %
Death	36	1 %	20	1 %	26	1 %	1,105	1 %
Fraud	22	1 %	11	0 %	15	1 %	779	1 %
Restraint equipment	21	1 %	18	1 %	23	1 %	1,321	1 %
Missing persons	20	1 %	8	0 %	21	1 %	771	1 %
Social media	19	1 %	7	0 %	11	1 %	506	0 %
Firearms	16	1 %	29	1 %	24	1 %	559	0 %
Hate Crime	16	1 %	13	0 %	15	1 %	699	1 %
Public order incident	11	0 %	4	0 %	26	1 %	972	1 %
Serious injury	10	0 %	7	0 %	4	0 %	256	0 %
VAWG - police perpetrated	10	0 %	13	0 %	8	0 %	848	1 %
Taser	5	0 %	14	0 %	2	0 %	146	0 %
Police dogs or horses	3	0 %	2	0 %	1	0 %	76	0 %
Covert policing	1	0 %	0	0 %	1	0 %	66	0 %
PPDA	1	0 %	0	0 %	0	0 %	27	0 %
VAWG - police victim	1	0 %	0	0 %	2	0 %	107	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	1	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	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 %	1	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	Handling of or damage to property/ premises	Access and/or disclosure of information	Individual behaviours
VAWG - dissatisfaction handling	86	12	0	6	21
Taser	1	3	0	0	1
Stop and/or search	3	25	0	0	7
Social media	4	1	0	7	2
Serious injury	2	5	1	1	1
Roads/traffic	81	48	12	6	41
Restraint equipment	0	21	0	0	0
Public order incident	5	3	0	1	2
Premises search	9	70	14	0	9
Police dogs or horses	0	2	0	0	0
None	319	89	68	71	143
Neighbourhood policing	68	16	0	3	7
Missing persons	13	4	1	0	2
Mental health	27	37	2	2	4
Investigation	760	148	62	29	105
Hate Crime	9	2	0	0	3
Fraud	18	2	0	0	2
Firearms	4	6	6	0	0
Drugs / alcohol	13	19	3	1	2
Domestic / gender abuse	101	21	1	12	37
Death	20	3	3	2	6
Custody	32	134	3	1	11
Covert policing	0	1	0	0	0
Child protection / CSA / CSE	40	23	0	5	10
Call Handling	64	4	0	1	30
Arrest	38	268	11	2	17
Total	1,389	752	167	130	388

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	31	7	0	38
Q4 23/24	41	4	0	45
Q1 24/25	54	4	1	58
Q2 24/25	36	2	0	38
Q3 24/25	38	4	0	42
Total	200	21	1	221

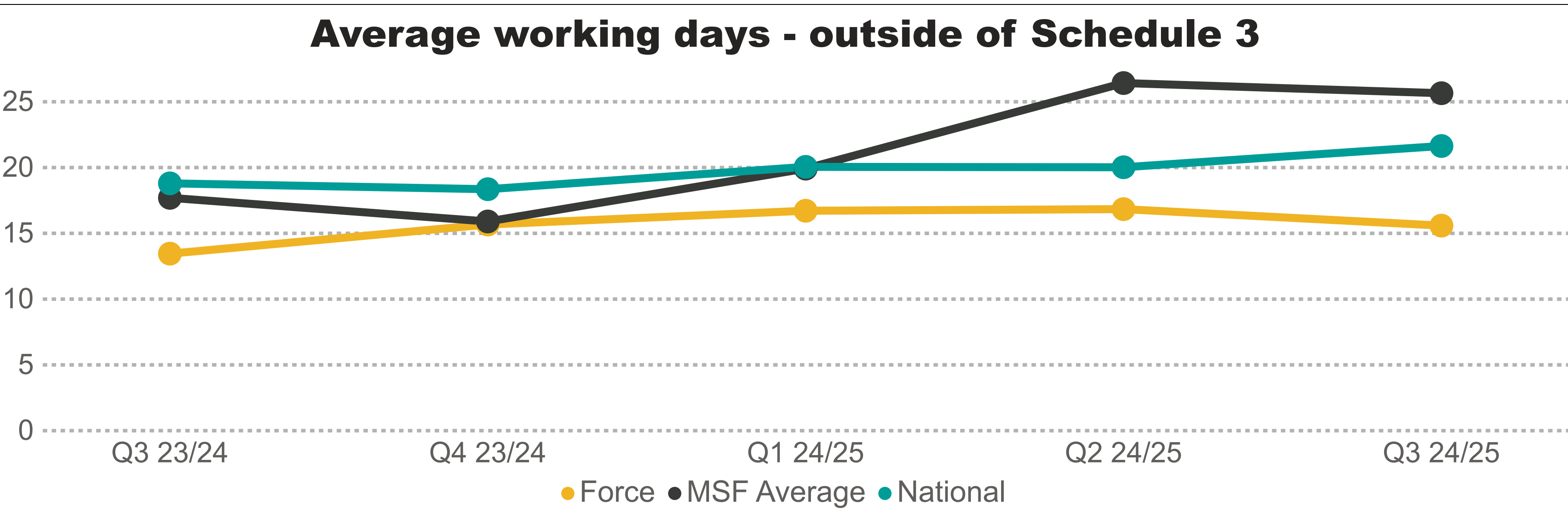
Section A2: Allegations timeliness

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.

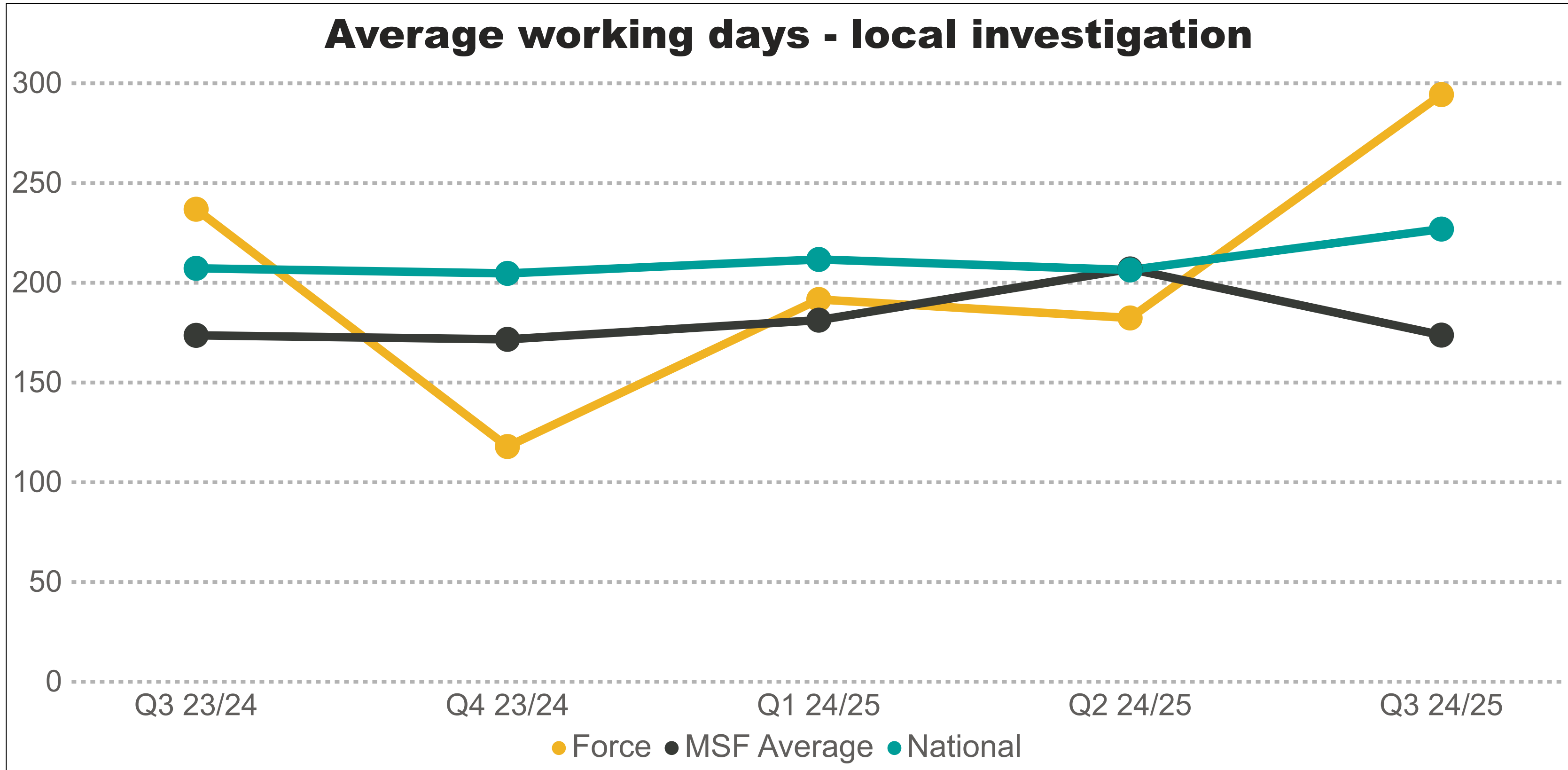
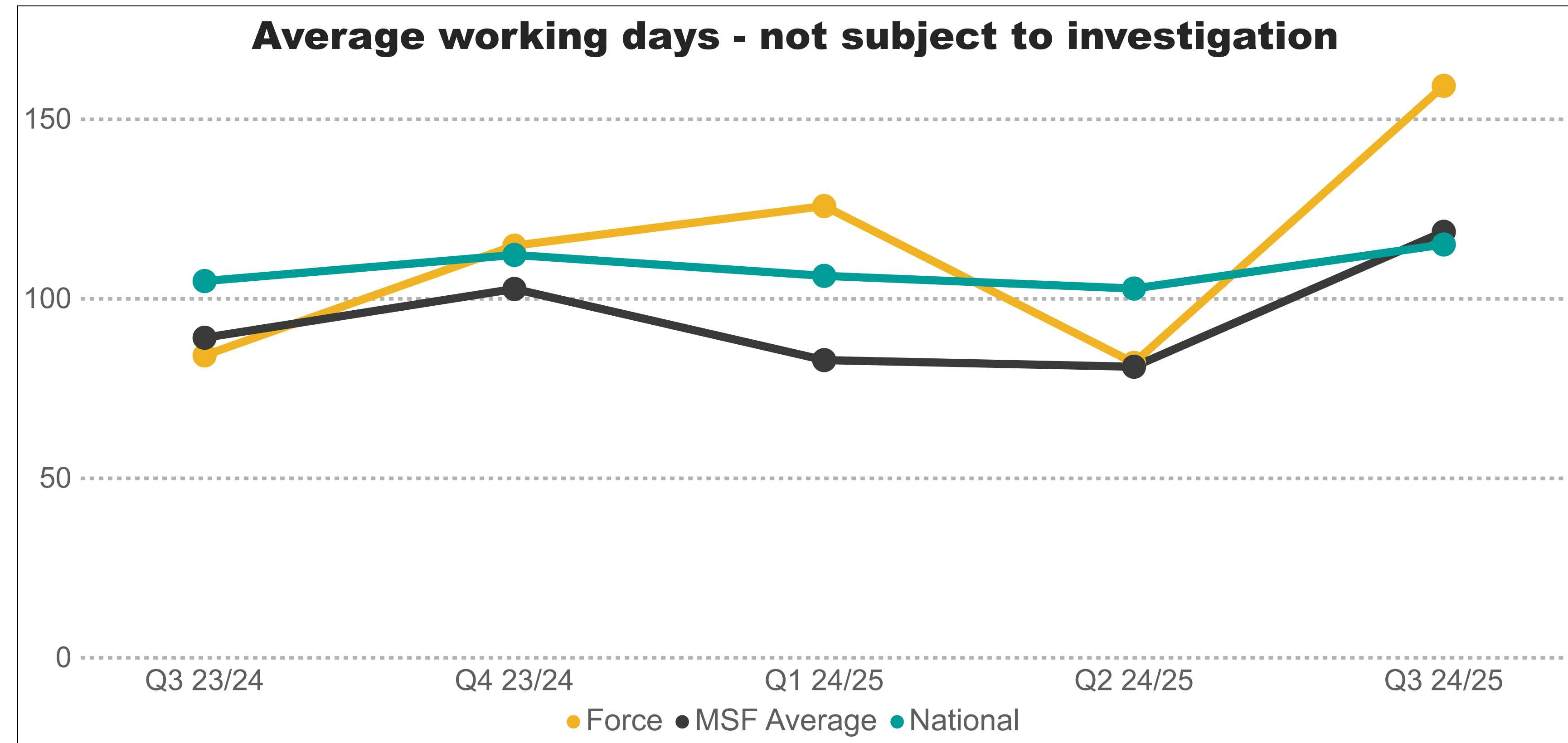
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,670	16	1,514	124	197	251	5	552
SPLY	1,117	11	1,518	84	178	280	0	0
MSF Average	1,167	24	743	98	529	210	4	315
National	51,937	20	53,990	108	13,259	214	224	307



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	1	81
National	17	574

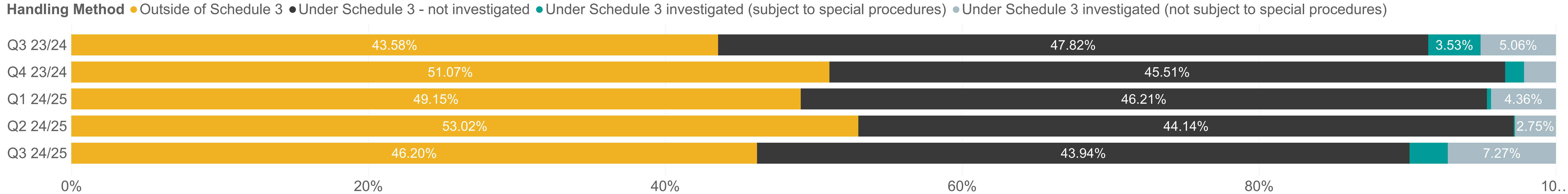


Section A3.1: How allegations were handled and their decisions

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)	166	5 %	512	16 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	36	1 %	22	1 %	1,408	1 %
Under Schedule 3 - not investigated	1,514	45 %	743	35 %	53,990	45 %
Outside of Schedule 3	1,670	49 %	1167	48 %	51,937	43 %
Total	3,386	100 %	2444	100 %	119,427	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					113	7 %	4,006	7 %	1	3 %	22	2 %	2	1 %	347	3 %
Regulation 41 applies					3	0 %	77	0 %			3	0 %			155	1 %
Service provided - unable to determine					72	5 %	4,930	9 %			18	1 %	16	10 %	1,148	9 %
Service provided - not acceptable					216	14 %	7,176	13 %			43	3 %	15	9 %	1,461	12 %
Service provided - acceptable					1091	72 %	36,299	67 %	2	6 %	199	14 %	124	75 %	8,649	72 %
Not Resolved	117	7 %	2,767	5 %												
Resolved	1553	93 %	49,169	95 %												
No Case to Answer									20	56 %	796	57 %				
Case to Answer									13	36 %	301	21 %				
Withdrawal					19	1 %	1,501	3 %			26	2 %	9	5 %	332	3 %

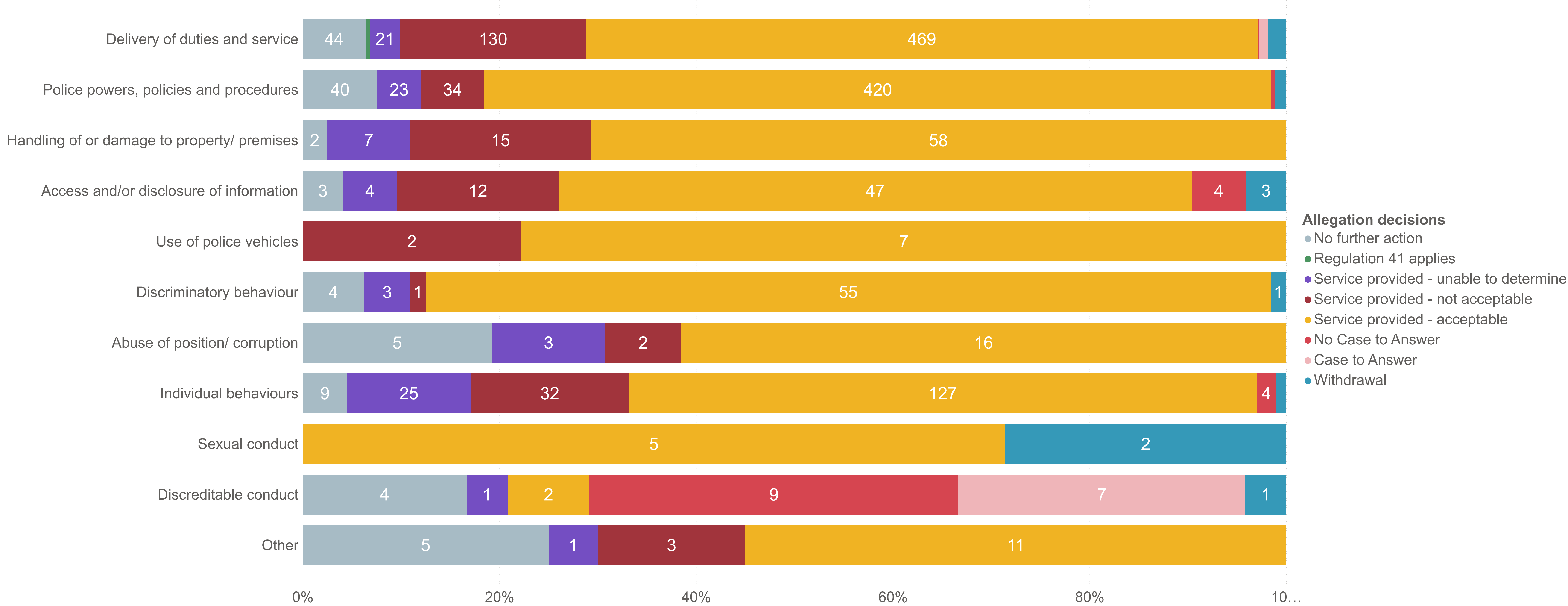
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	754	320	104	61	43	27	4	201	2	4	33	1,553
Not Resolved	51	28	4	6	2	9	3	8	0	1	5	117

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 %	0	0 %	7	1 %	199	0 %
Learning from reflection	14	1 %	0	0 %	51	7 %	1,462	3 %
Policy review	0	0 %	0	0 %	2	0 %	48	0 %
Goodwill gesture	3	0 %	0	0 %	3	0 %	80	0 %
Apology	66	4 %	10	1 %	112	10 %	4,995	10 %
Debrief	13	1 %	4	0 %	18	2 %	436	1 %
Explanation	1,193	71 %	1,003	90 %	728	61 %	32,190	62 %
No further action	280	17 %	96	9 %	140	13 %	5,660	11 %
Other action	70	4 %	4	0 %	99	7 %	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	7	0 %	17	1 %	20	1 %	586	1 %
Apology	41	2 %	79	5 %	60	5 %	2,663	4 %
Debrief	1	0 %	0	0 %	1	0 %	1,928	3 %
Explanation	1,446	84 %	1,351	80 %	904	71 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	27	0 %
No further action	115	7 %	118	7 %	166	13 %	14,539	22 %
Other action	2	0 %	11	1 %	6	1 %	670	1 %
Learning from reflection	48	3 %	47	3 %	74	6 %	3,600	5 %
Referral to RPRP	36	2 %	43	3 %	31	2 %	1,026	2 %

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

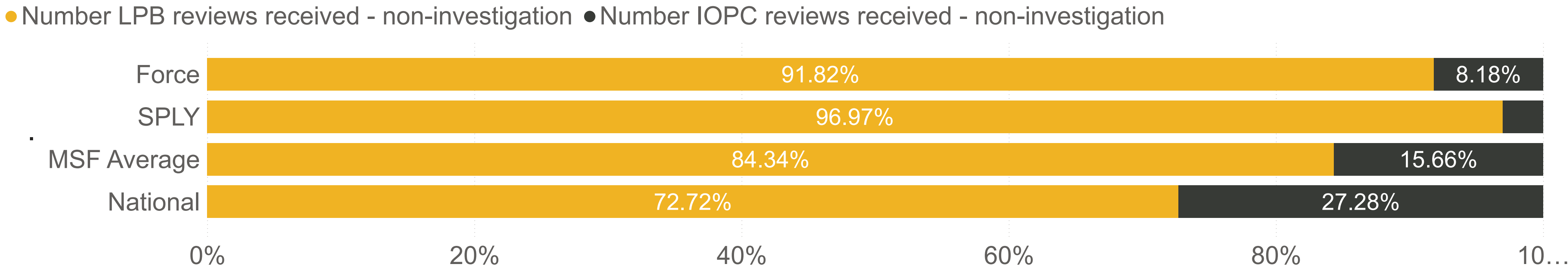
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	11	31 %	23	32 %	8	20 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	2	6 %	6	8 %	2	14 %	93	7 %
Referral to RPRP	5	14 %	10	14 %	4	9 %	230	16 %

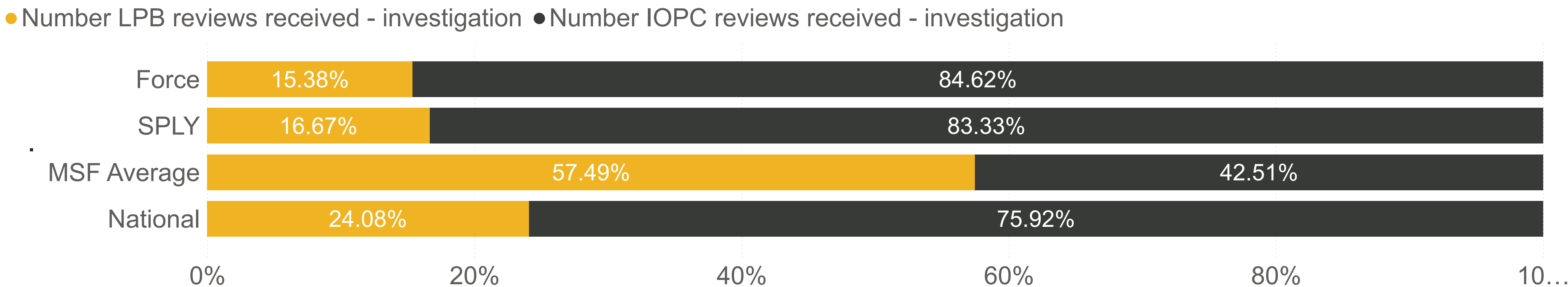
Section C1: Reviews received and timeliness (Year to date)

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	101	9
SPLY	96	3
MSF Average	53	10
National	2,868	1,076



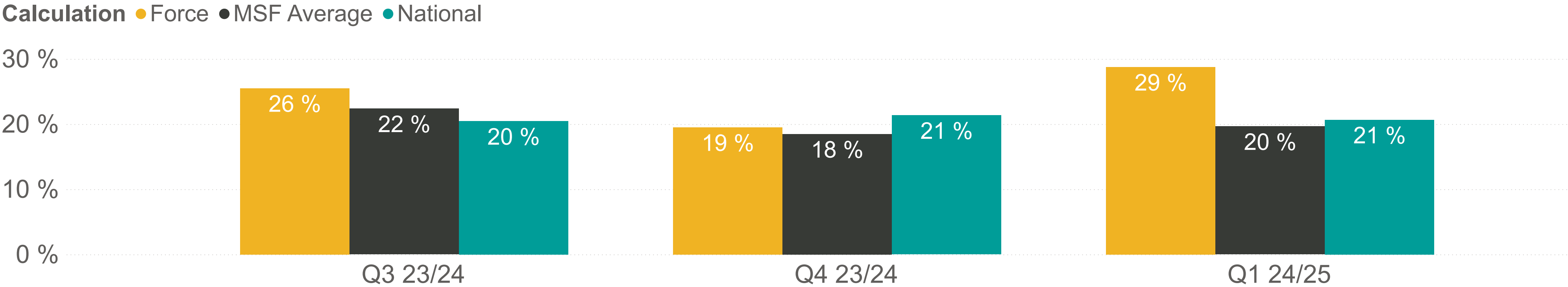
Investigation reviews received	LPB	IOPC
Force	2	11
SPLY	1	5
MSF Average	24	18
National	230	725



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	123	501
SPLY	105	495
MSF Average	104	541
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	38	32	36	48
Average number of working days to complete IOPC reviews	140	161	133	137

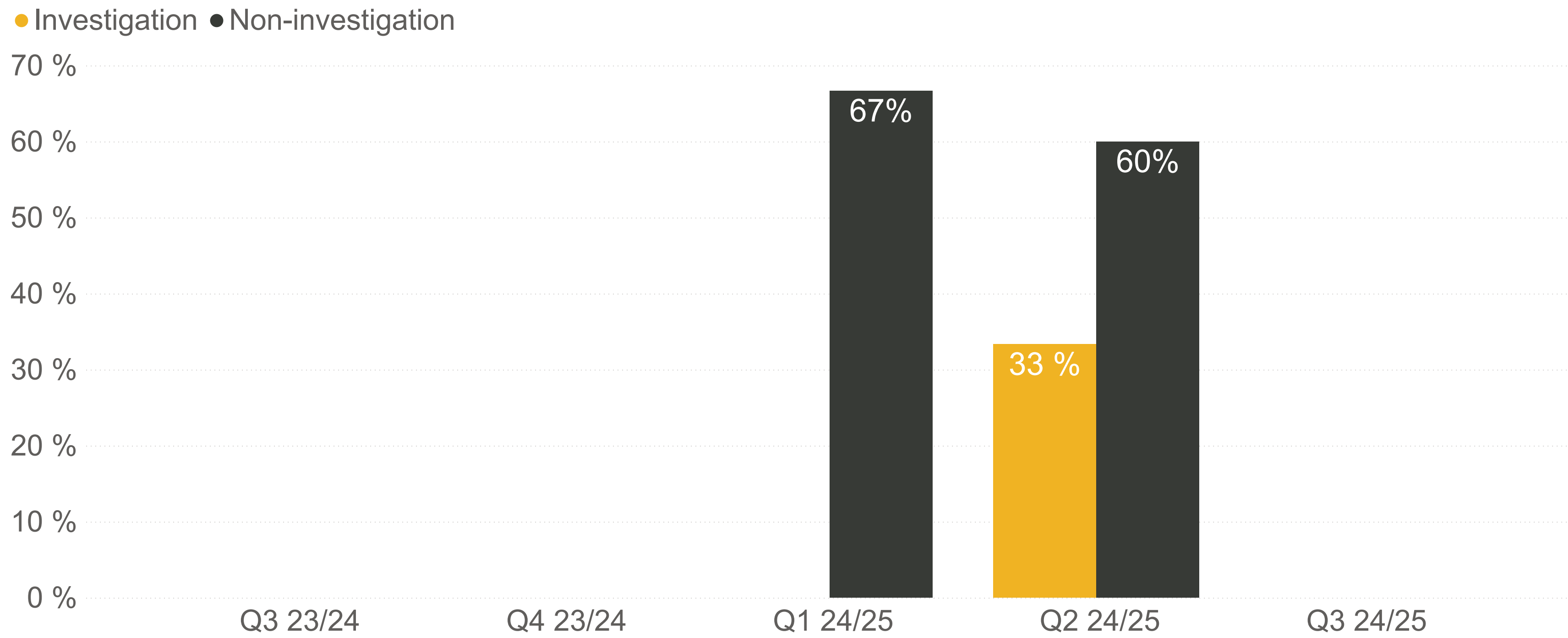
Section C2: Outcomes on reviews

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.

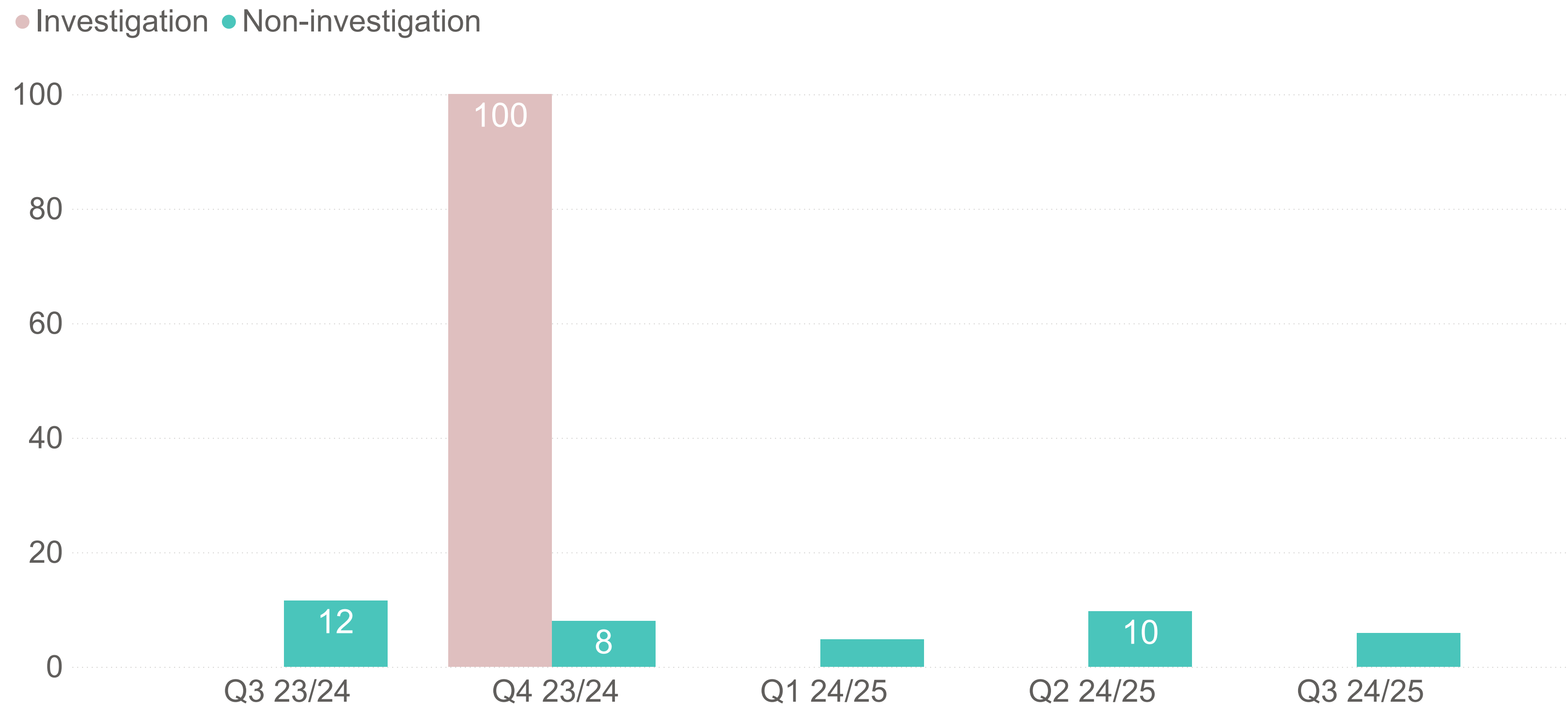
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	4	1	2	
SPLY	5	3	0	
MSF Average	12	3	28	29
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	10	5	86	6
SPLY	5	1	96	10
MSF Average	6	2	47	10
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



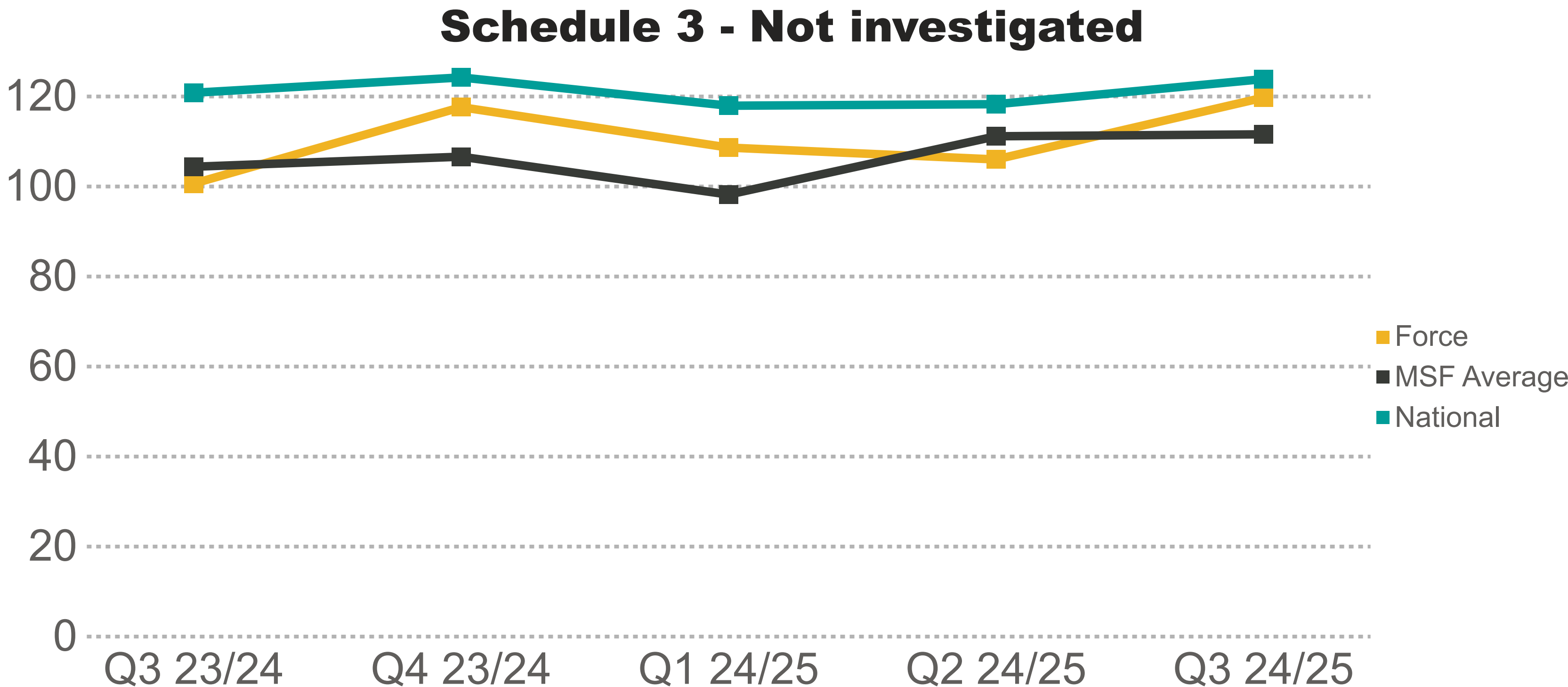
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

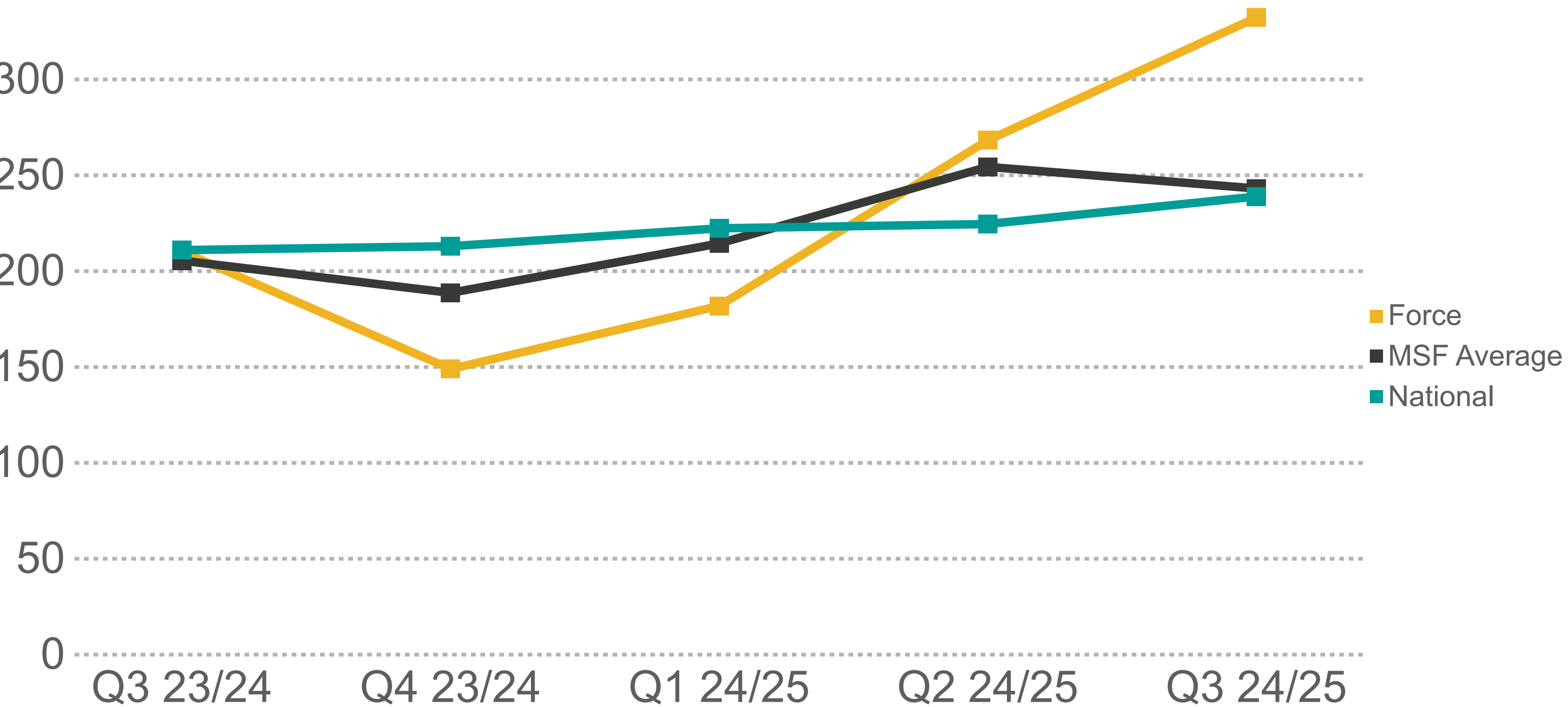
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	334	296	344	315
Under Schedule 3 investigated (not subject to special procedures)	273	256	238	228
Under Schedule 3 - not investigated	111	98	109	120
Total	124	109	139	142

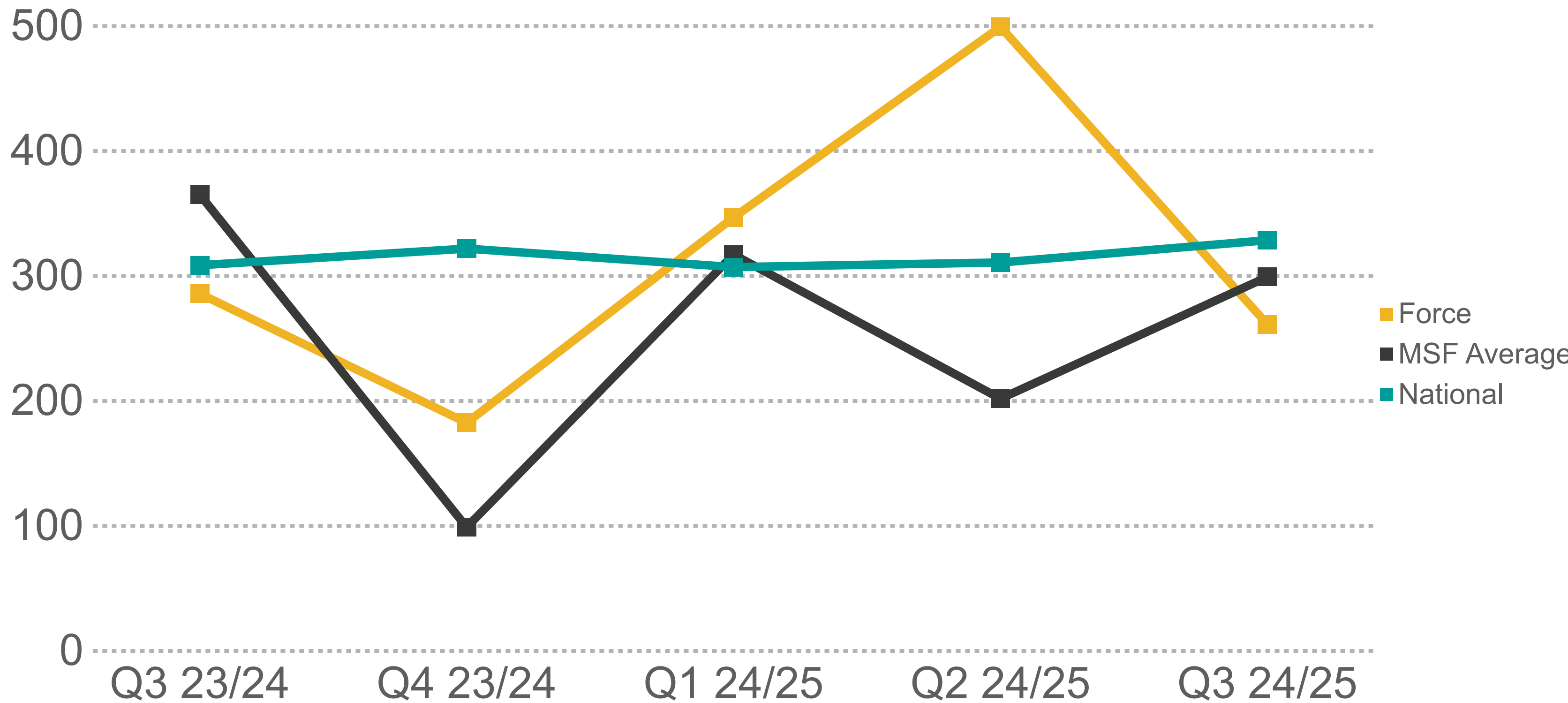
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	466	463	295	19,007
Under Schedule 3 investigated (not subject to special procedures)	27	18	238	3,833
Under Schedule 3 investigated (subject to special procedures)	8	14	9	524
Total	501	495	541	23,364



Schedule 3 - Investigated (not special procedures)



Schedule 3 - Investigated (special procedures)



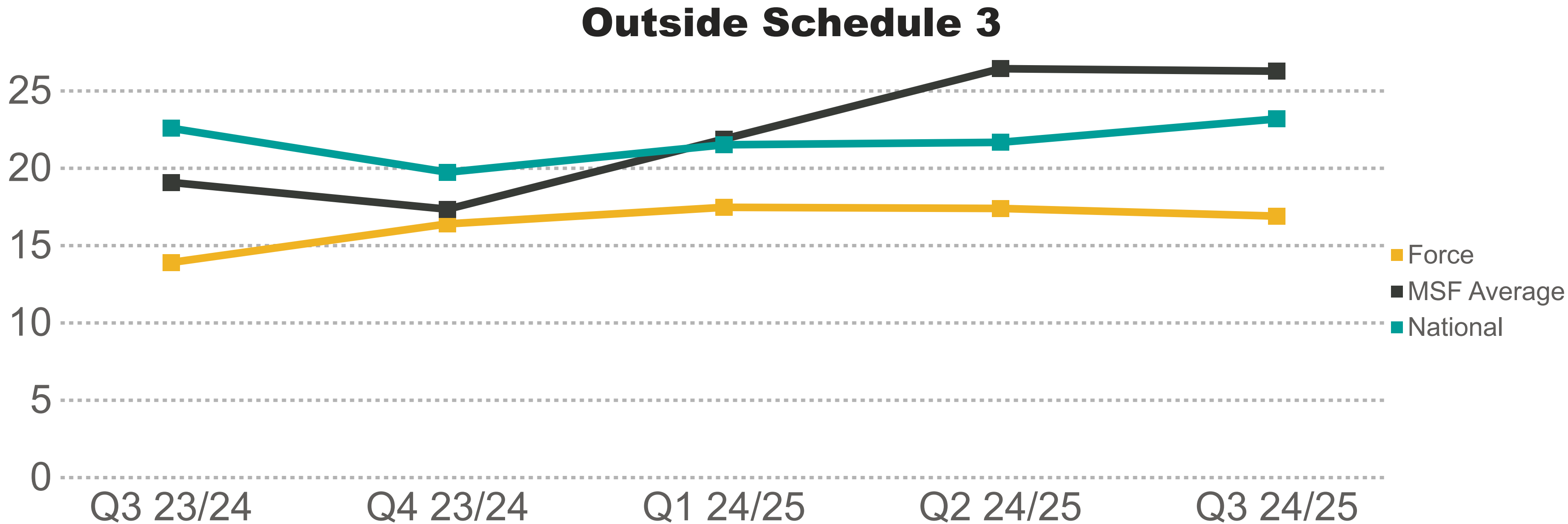
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	1512	1062	1051	43520
Average days to finalise complaint cases handled outside of Schedule 3	17	13	25	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	1,512	75%	1,062	68%	1,051	66%	43,520	65%
Under Schedule 3 - not investigated	466	23%	463	30%	295	19%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	27	1%	18	1%	238	15%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	8	0%	14	1%	9	1%	524	1%
Total	2,013	100%	1,557	100%	1,593	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.

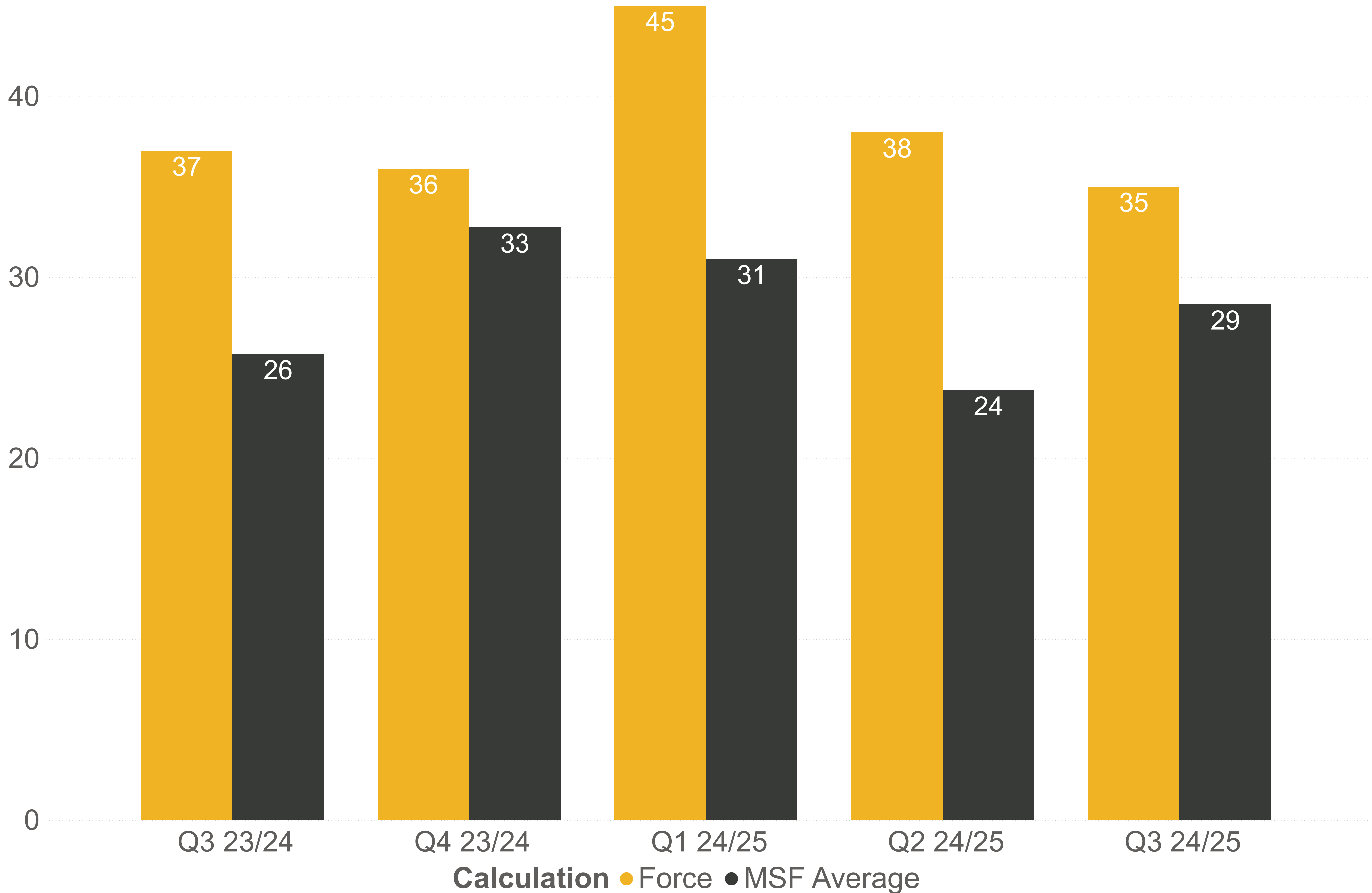
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	118	107	83	5,168
Number referrals completed	113	107	82	5,081
Decision: Independent Investigation	4	1	3	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	43	76	37	2,754
Decision: Return to Force	63	28	41	1,907
Decision: Invalid	3	2	1	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).