

Police Complaints Information Bulletin

Appropriate Authority: Wiltshire

Reporting Period: 01 April 2021 - 31 March 2022 (Q4 2021/22)

Most Similar Force (MSF) Group: Cheshire, Devon And Cornwall, Norfolk, North Wales, Suffolk, Warwickshire, West Mercia, Wiltshire

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*. The new legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group and with the overall result for all forces (national).

Data relating to complaints made prior to 1 February 2020 will be reported separately and in line with the previous performance framework

Please note: Data regarding complaints handled outside of Schedule 3 is extracted from a different system by Bedfordshire Police, Cambridgeshire Constabulary & Hertfordshire Constabulary than by other forces. This data is currently considered experimental, therefore the data may not offer a direct comparison with other forces.

As reported in the Annual Police Complaint Statistics, data for 2020/21 was considered experimental. Due to this, 'Same Period Last Year' figures are not contained in this bulletin.

Contents

Section A1.1: Complaint cases logged and initial handling

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

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

Section A1.4: Allegations logged – what has been complained about (category) and the situational context of allegations (factors)

Section A2: Allegations timeliness

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

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

Section A4: Complaint cases timeliness

Section B.1: Investigations (all investigation types) – timeliness

Section B.2: Investigations (by type of investigation) – timeliness

Section C: Referrals

Section D1: Reviews received

Section D2: Reviews timeliness

Section D3: Decisions on reviews

Section E1.1: Allegation actions – on complaint cases handled outside of Schedule 3

Section E1.2: Allegation actions – on complaint cases handled under Schedule 3

Section E2: Focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

Notes

Acronyms used in this bulletin

Force – year to date force numbers

IOPC – Independent Office for Police Conduct

Inc. – including

Ind – independent investigation

Loc – local investigation

LPB – local policing body

MSF – most similar force

Nat. – national

No. – number

PRA – the *Police Reform Act 2002*

RPRP – reflective practice review process

UPP – unsatisfactory performance procedure

Section A1.1: Complaint cases logged and initial handling

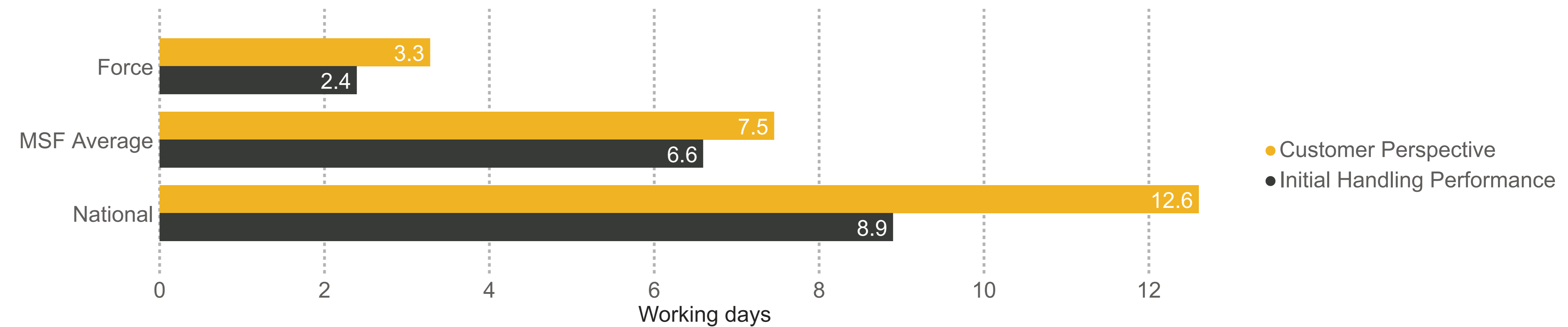
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer's perspective from when they made the complaint and the force's performance of the initial handling from when it received the complaint.

Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

To contact complainants

Average number of working days...	Customer perspective	Initial handling performance
Force	3	2
MSF Average	7	7
National	13	9

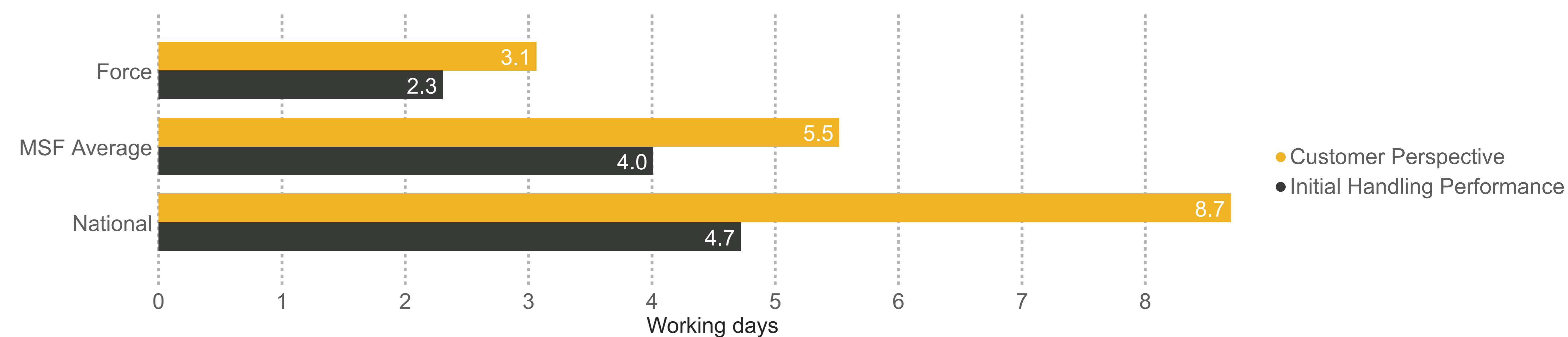
Average number of working days to contact complainants



To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	3	2
MSF Average	6	4
National	9	5

Average number of working days to log complaint cases



Please note: average times presented in the above tables are rounded to the nearest whole number. In comparison, the charts present the exact result.

Complaint cases logged

	Force	MSF Average	National
Complaint cases logged	1,123	1,061	75,022
No. of complaint cases logged per 1,000 employees	458	298	309

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		MSF Average		National	
	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	481	77 %	254	40 %	14,760	41 %
Complainant wishes the complaint be recorded	35	6 %	117	34 %	11,459	32 %
Dissatisfaction after initial handling	71	11 %	55	11 %	4,021	11 %
Nature of the allegation(s) in the complaint	37	6 %	59	16 %	5,498	15 %

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Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

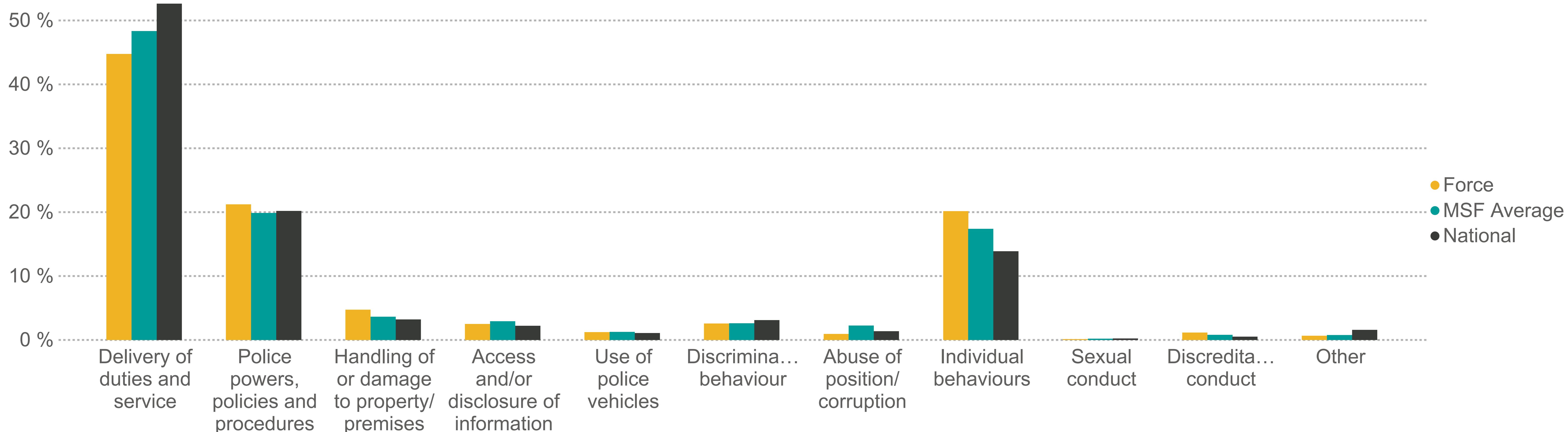
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	MSF Average	National
Allegations Logged	1,716	1,640	120,694
No. of allegations logged per 1,000 employees	700	473	497

What has been complained about

	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	768	364	81	43	21	44	16	346	2	20	11	1,716
MSF Average	816	330	60	45	21	40	33	266	3	14	13	1,640
National	63,511	24,386	3,861	2,668	1,298	3,735	1,639	16,767	279	622	1,925	120,691
Force	45 %	21 %	5 %	3 %	1 %	3 %	1 %	20 %	0 %	1 %	1 %	100 %
MSF Average	48 %	20 %	4 %	3 %	1 %	3 %	2 %	17 %	0 %	1 %	1 %	100 %
National	53 %	20 %	3 %	2 %	1 %	3 %	1 %	14 %	0 %	1 %	2 %	100 %



Police Complaints Information Bulletin

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

Category	Subcategory	Force		MSF Average		National	
		No.	%	No.	%	No.	%
Delivery of duties and service	Total	768	45 %	816	48 %	63,511	53 %
	Police action following contact	489	64 %	373	48 %	28,043	44 %
	Decisions	106	14 %	120	15 %	8,409	13 %
	General level of service	47	6 %	225	26 %	21,444	34 %
	Information	126	16 %	98	11 %	5,614	9 %
	None	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	364	21 %	330	20 %	24,386	20 %
	Stops, and stop and search	22	6 %	17	5 %	1,724	7 %
	Searches of premises and seizure of property	39	11 %	38	13 %	3,113	13 %
	Power to arrest and detain	54	15 %	52	16 %	3,718	15 %
	Detention in police custody	43	12 %	45	15 %	3,182	13 %
	Bail, identification and interview procedures	24	7 %	18	5 %	838	3 %
	Use of force	99	27 %	86	28 %	7,104	29 %
	Evidential procedures	36	10 %	20	5 %	1,517	6 %
	Out of court disposals	2	1 %	1	0 %	306	1 %
	Other policies and procedures	45	12 %	54	13 %	2,881	12 %
	Impolite and intolerant actions	0	0 %	0	0 %	0	0 %
	None	0	0 %	0	0 %	2	0 %
	Use of force and detention in custody	0	0 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Total	81	5 %	60	4 %	3,861	3 %
	Handling of or damage to property/ premises	81	100 %	60	100 %	3,583	93 %
	Delivery of duties and service	0	0 %	0	0 %	0	0 %
	None	0	0 %	0	0 %	278	7 %
Discriminatory behaviour	Total	44	3 %	40	3 %	3,735	3 %
	Age	0	0 %	1	2 %	47	1 %
	Disability	6	14 %	6	15 %	555	15 %
	Gender reassignment	2	5 %	1	3 %	29	1 %
	Marriage and civil partnership	0	0 %	0	0 %	3	0 %
	Pregnancy and maternity	0	0 %	0	0 %	2	0 %
	Race	31	70 %	22	54 %	2,221	59 %
	Religion or belief	0	0 %	1	1 %	92	2 %
	Sex	4	9 %	5	14 %	401	11 %
	Sexual orientation	0	0 %	1	3 %	103	3 %
	Other	1	2 %	4	8 %	281	8 %
None	0	0 %	0	0 %	1	0 %	
Individual behaviours	Total	346	20 %	266	17 %	16,767	14 %
	Unprofessional attitude and disrespect	105	30 %	61	22 %	4,906	29 %
	Lack of fairness and impartiality	74	21 %	54	21 %	2,528	15 %
	Overbearing or harassing behaviours	53	15 %	56	20 %	2,945	18 %
	Impolite language / tone	90	26 %	72	27 %	4,335	26 %
	Impolite and intolerant actions	24	7 %	23	10 %	2,053	12 %
Other neglect or failure in duty	0	0 %	0	0 %	0	0 %	

This section presents the five 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.

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Factors	Allegation category											
	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
Arrest	25	149	14	4	3	3	3	30	2	0	1	234
Call handling	29	0	0	0	0	0	0	18	0	0	0	47
Child protection / CSA / CSE	12	4	0	2	0	1	1	2	0	0	0	22
Coronavirus – other	2	1	0	0	0	0	0	5	0	1	1	10
Coronavirus – police powers on restricti	5	4	1	0	0	2	2	2	0	0	0	16
Custody	6	51	1	1	0	0	0	6	0	0	0	65
Death	8	1	0	0	0	0	0	0	0	0	0	9
Domestic / gender abuse	64	19	2	3	0	2	1	35	0	0	0	126
Drugs / alcohol	7	20	3	1	0	0	0	5	0	0	1	37
Firearms	2	0	1	0	0	0	0	0	0	0	0	3
Fraud	4	0	0	0	0	0	0	2	0	0	0	6
Hate crime	2	0	0	0	0	1	0	1	0	0	0	4
Investigation	463	107	53	25	1	21	7	116	0	3	3	799
Mental health	17	18	4	1	0	0	0	5	0	0	0	45
Missing persons	4	4	1	0	0	0	0	2	0	0	0	11
Neighbourhood policing	112	8	2	3	2	3	0	63	0	0	1	194
None	39	6	3	5	2	4	3	23	0	12	2	99
Police dogs or horses	0	1	0	0	0	0	0	0	0	0	0	1
Premises search	0	31	11	0	0	0	0	4	0	0	0	46
Public order incident	11	16	0	2	0	1	0	13	0	1	0	44
Restraint equipment	0	7	0	0	0	0	0	0	0	0	0	7
Roads/traffic	54	17	6	4	13	5	0	37	0	2	0	138
Social media	3	2	0	0	0	0	0	0	0	0	3	8
Stop and/or search	5	32	2	0	0	5	0	9	0	0	0	53
Taser	0	5	0	0	0	0	0	1	0	0	0	6
VAWG - dissatisfaction handling	106	12	0	2	0	1	3	7	0	0	0	131
VAWG - police perpetrated	2	4	0	0	0	0	2	1	0	0	0	9

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. 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.

Section A2: Allegations timeliness

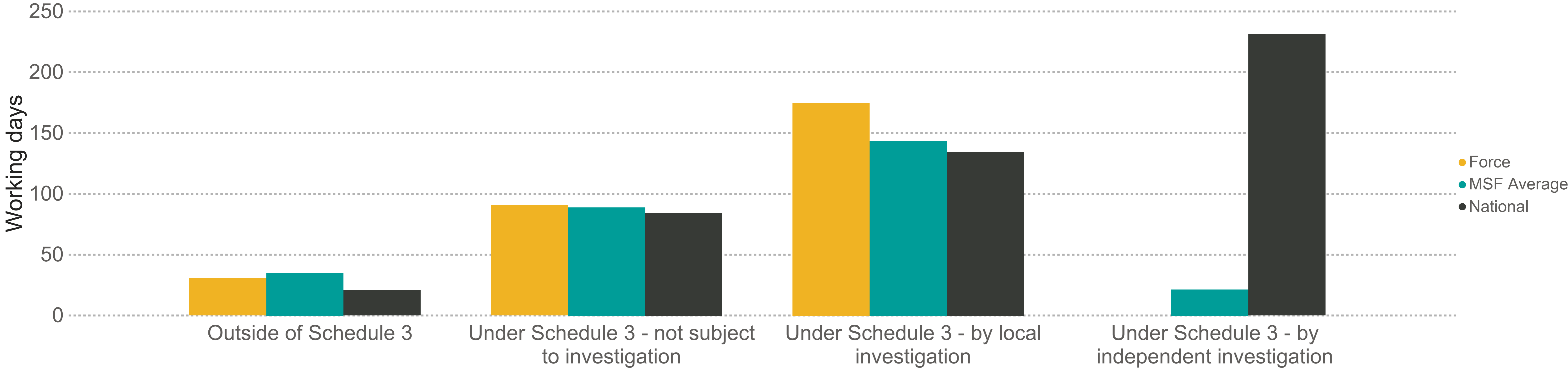
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	31	35	21
Under Schedule 3 - not subject to investigation	91	89	84
Under Schedule 3 - by local investigation	175	143	134
Under Schedule 3 - by directed investigation	0	0	0
Under Schedule 3 - by independent investigation	0	21	231

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.

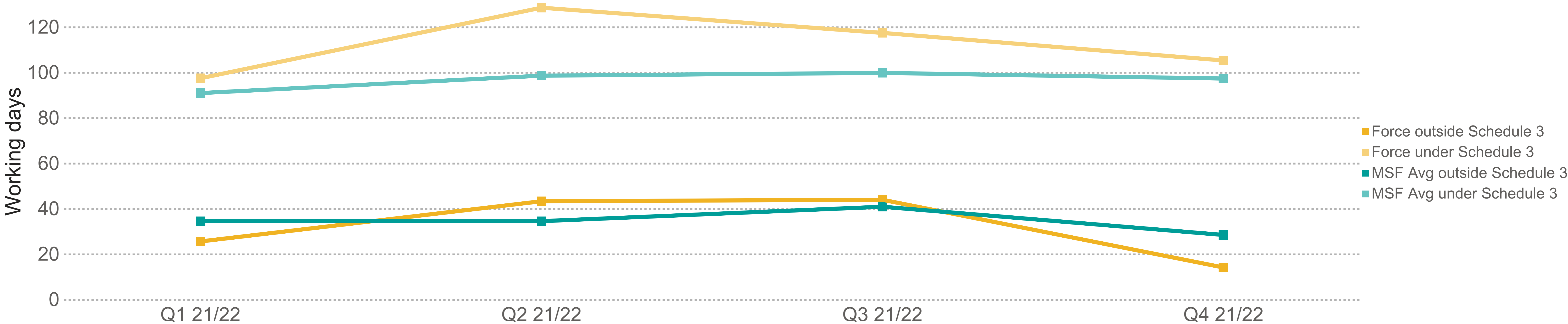
At present, allegations finalised by directed investigations are being included under 'local investigation'. This breakdown will be available in future bulletins.

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.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



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	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	299	16 %	182	13 %	16,810	14 %
Under Schedule 3 investigated (subject to special procedures)	0		6	0 %	1,359	1 %
Under Schedule 3 - not investigated	934	51 %	795	48 %	56,077	48 %
Outside of Schedule 3	582	32 %	661	38 %	43,127	37 %
Total	1,815	100 %	1644	100 %	117,373	100 %

Please note that figures presented in these tables may be under-representing the number of allegations finalised under Schedule 3 and investigated (not subject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

How allegations were handled	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 %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action			0 %	1	2 %	15	11 %	6,063			1 %	20	0 %	1	10 %	1,746
Regulation 41 applies							0 %	185							1 %	114
Service provided - unable to determine					4 %	36	5 %	2,872			2 %	23	6 %	19	5 %	788
Service provided - not acceptable					27 %	253	12 %	6,916			4 %	58	8 %	24	10 %	1,724
Service provided - acceptable					66 %	620	67 %	37,733			16 %	224	82 %	245	71 %	11,912
Not Resolved	7 %	40	6 %	2,671												
Resolved	93 %	542	94 %	40,449												
No Case to Answer											52 %	704				
Case to Answer											22 %	294				
Withdrawal					1 %	10	4 %	2,306			3 %	36	3 %	10	3 %	525
Total	32 %	582	37 %	43,121	51 %	934	48 %	56,075			1 %	1,359	16 %	299	14 %	16,809

Section A3.2: Allegation decisions by what was complained about (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.

Allegation decisions	Allegation category											
	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
No further action	7	2	0	2	0	0	0	2	0	3	0	16
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	12	14	2	1	2	2	2	14	0	5	1	55
Service provided - not acceptable	110	58	13	15	4	4	1	62	0	5	5	277
Service provided - acceptable	298	277	27	30	6	37	15	158	1	11	5	865
Not Resolved	12	3	1	0	1	2	1	20	0	0	0	40
Resolved	316	46	39	4	8	4	1	119	0	1	4	542
No Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	9	4	1	1	0	0	1	4	0	0	0	20

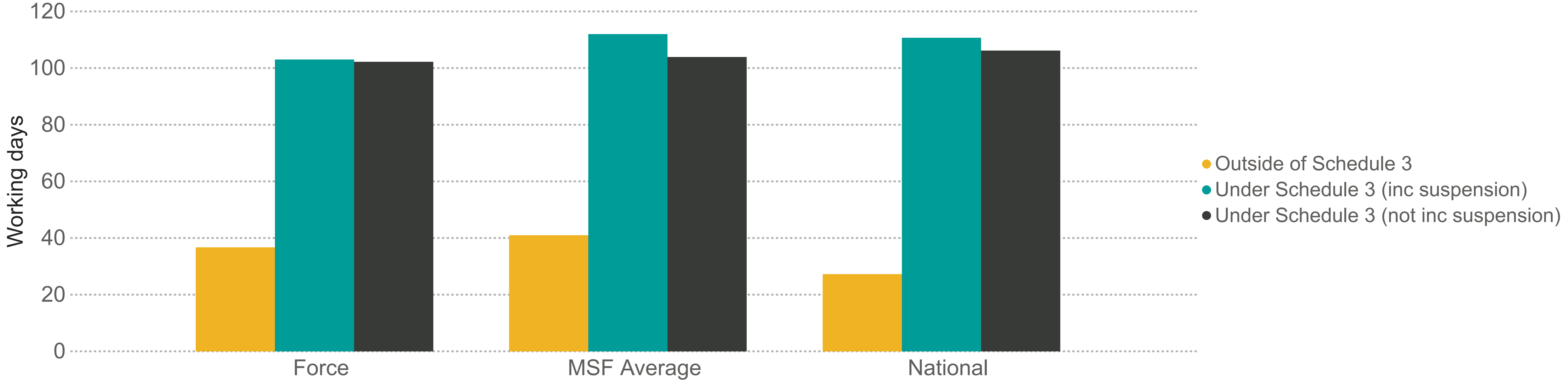
Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	37	41	27
Under Schedule 3 (inc suspension)	103	112	111
Under Schedule 3 (not inc suspension)	102	104	106

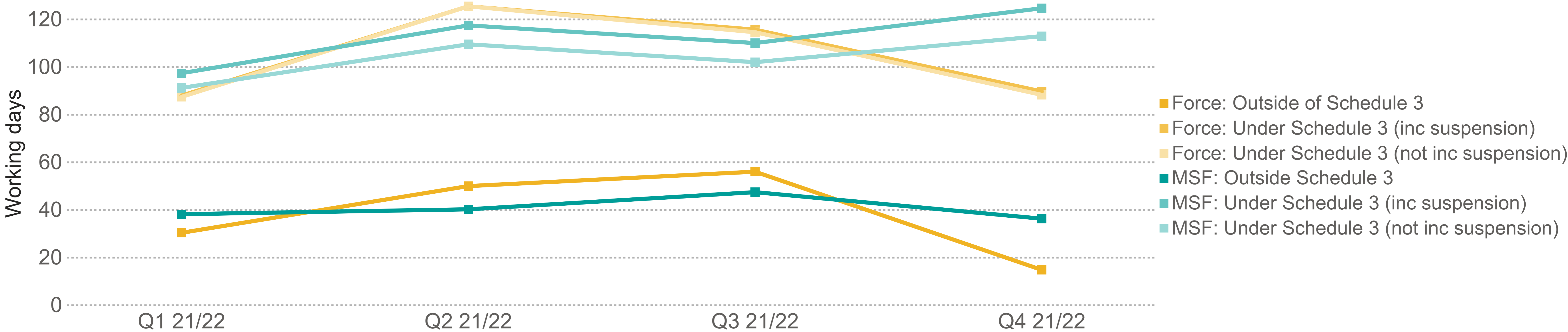
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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.

Average number of working days to finalise complaint cases



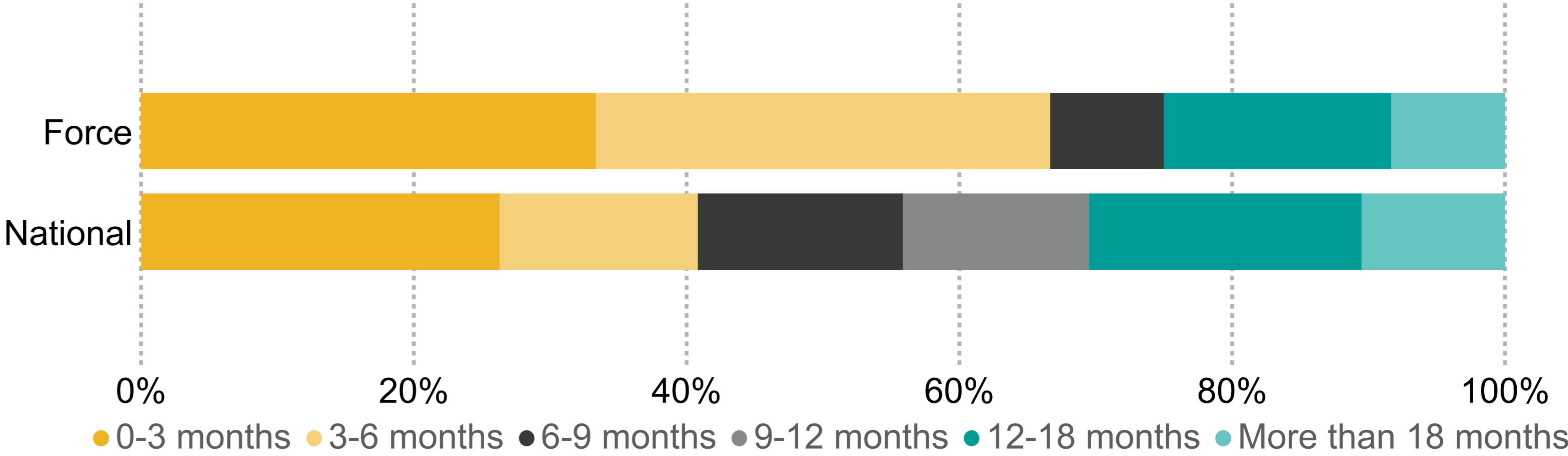
Average number of working days to finalise complaint cases by quarter



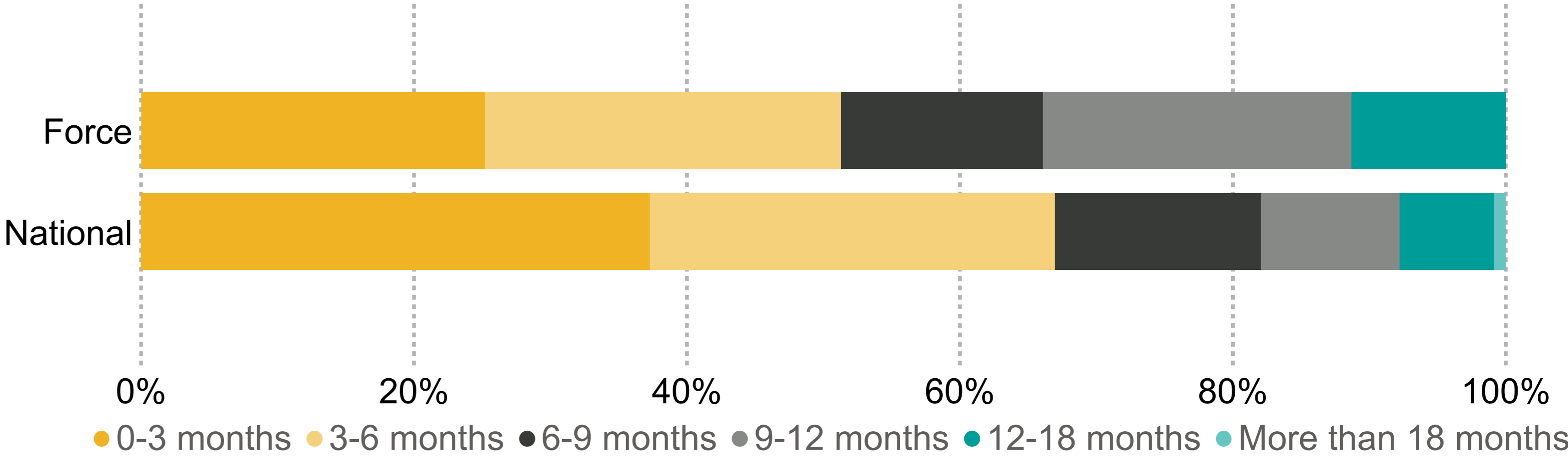
Section B1: Investigations (all investigation types) - timeliness

This section presents information about complaints handled under Schedule 3 that are investigated. It covers complaint cases investigated by both the force and the IOPC. The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised. Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Investigations active for...	Force	MSF Average	National
0-3 months	33 %	15 %	26 %
3-6 months	33 %	12 %	15 %
6-9 months	8 %	17 %	15 %
9-12 months	0 %	21 %	14 %
12-18 months	17 %	22 %	20 %
More than 18 months	8 %	13 %	11 %



Investigations completed in...	Force	MSF Average	National
0-3 months	25 %	31 %	37 %
3-6 months	26 %	28 %	30 %
6-9 months	15 %	16 %	15 %
9-12 months	23 %	13 %	10 %
12-18 months	11 %	11 %	7 %
More than 18 months	0 %	1 %	1 %



Allegations finalised by investigation (all investigation types) - timeliness

Average number of working days	Year allegation finalised
	2021/22
Force	175
MSF Average	144
National	135

Data for 2020/21 was considered experimental. Due to this, figures for that financial year are not reported in this bulletin.

Section B2: Investigations (by type of investigation) - timeliness

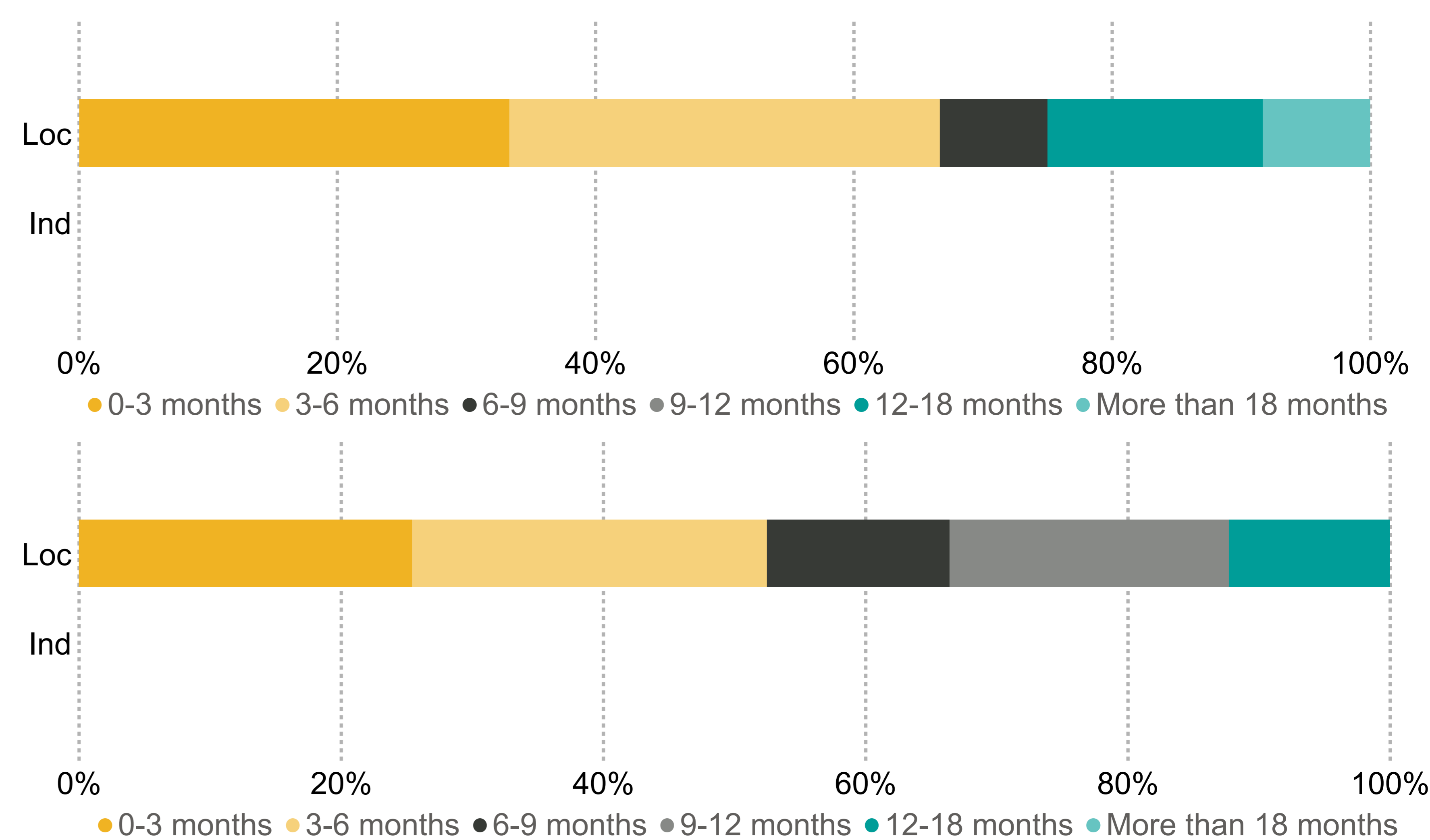
This section presents information about complaint cases handled under Schedule 3 that are investigated, by the type of investigation. It covers complaint cases investigated by both the force and the IOPC.

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

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

Investigations active for...	Loc	Dir	Ind	All
0-3 months	33 %	0 %	0 %	33 %
3-6 months	33 %	0 %	0 %	33 %
6-9 months	8 %	0 %	0 %	8 %
9-12 months	0 %	0 %	0 %	0 %
12-18 months	17 %	0 %	0 %	17 %
More than 18 months	8 %	0 %	0 %	8 %

Investigations completed in...	Loc	Ind	All
0-3 months	25 %	0 %	25 %
3-6 months	26 %	0 %	26 %
6-9 months	15 %	0 %	15 %
9-12 months	23 %	0 %	23 %
12-18 months	11 %	0 %	11 %
More than 18 months	0 %	0 %	0 %



Allegations finalised by investigation (by type of investigation) - timeliness

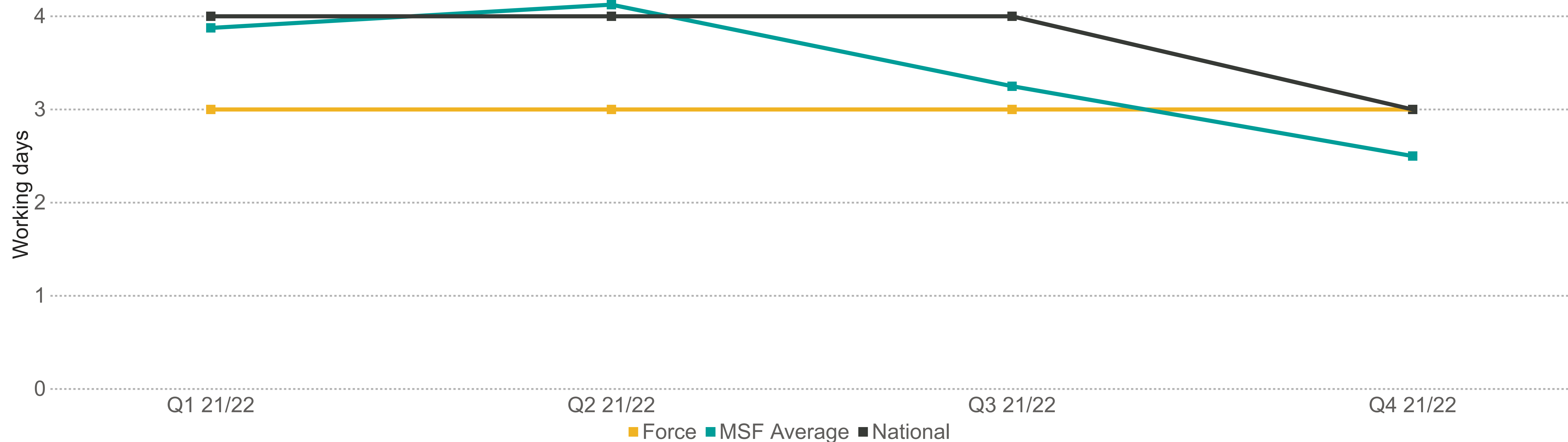
Average number of working days	Year allegation finalised
	2021/22
Local	175
Directed	0
Independent	0
All	175

Data for 2020/21 was considered experimental. Due to this, figures that financial year are not reported in this bulletin.

Section C: Referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	36		64		5,284	
Number referrals completed	35		63		5,261	
Decision: Independent Investigation	6	17%	7	11%	504	10%
Decision: Directed Investigation	0	0%	1	1%	47	1%
Decision: Local Investigation	17	49%	35	56%	3,073	58%
Decision: Return to Force	12	34%	21	32%	1,591	30%
Decision: Invalid	0	0%	0	0%	31	1%

Average number of working days to complete referrals by quarter



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.

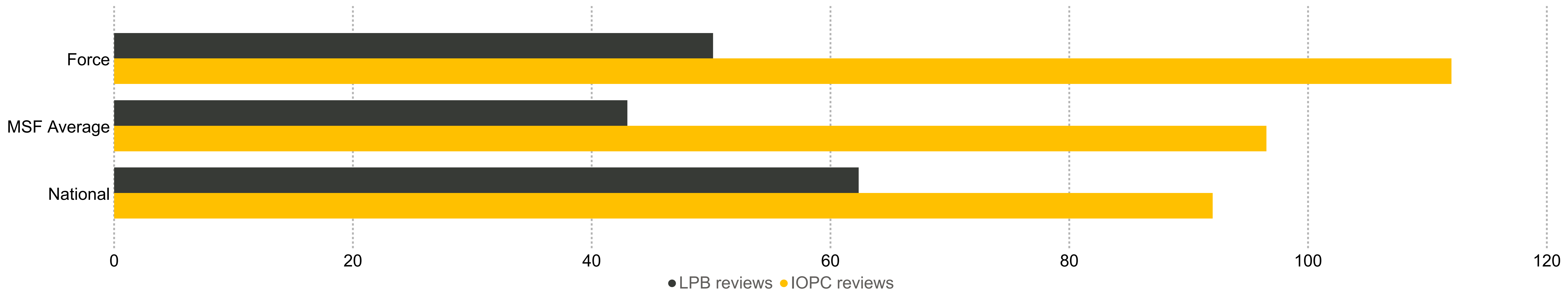
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section D1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	705	96	14 %	0	70	4	22
MSF Average	416	91	23 %	9	61	6	16
National	33,602	6,635	20 %	574	4,456	788	817

Section D2: Reviews timeliness

	Force	MSF Average	National
Average number of working days to complete Local Policing Body reviews	50	43	62
Average number of working days to complete IOPC reviews	112	97	92



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

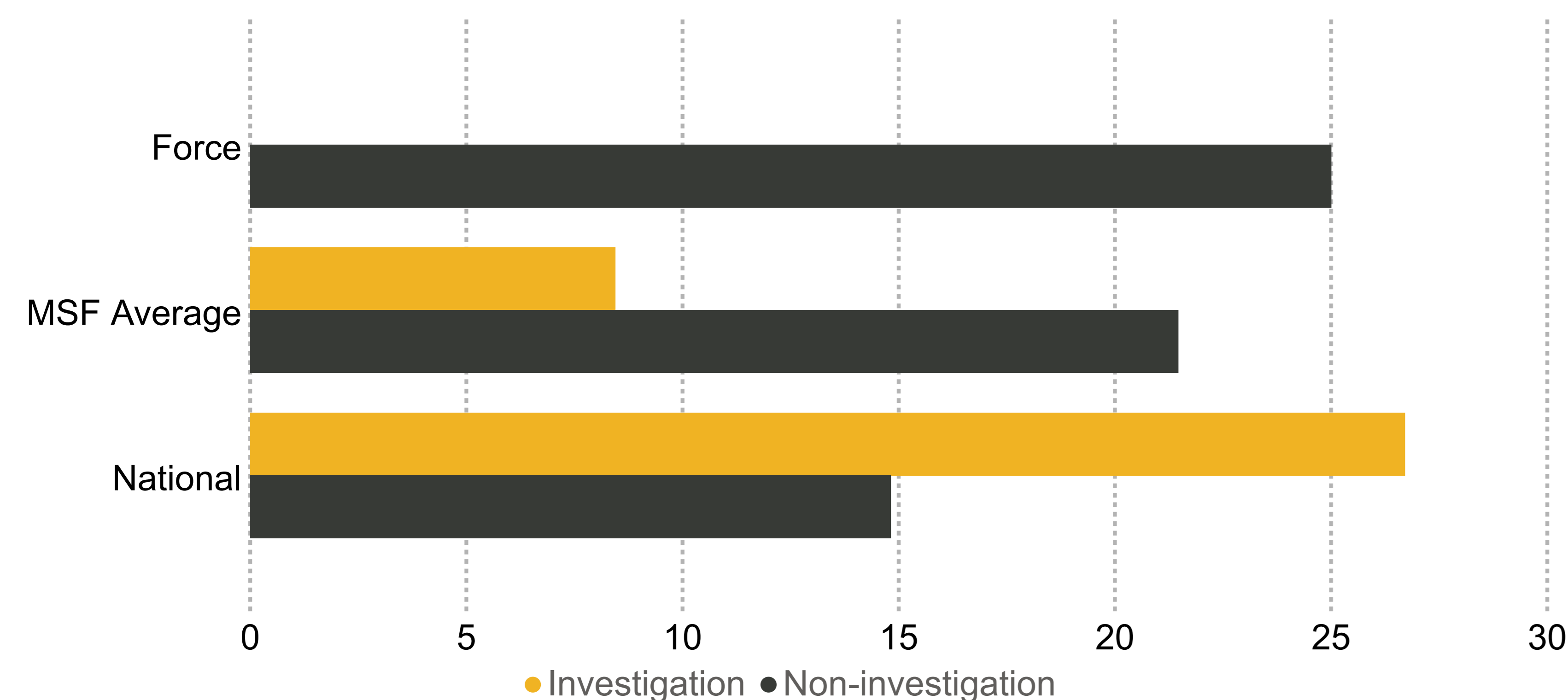
Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC's Statutory Guidance on the police complaints system \(February 2020\)](#).

Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section D3: Decisions on reviews

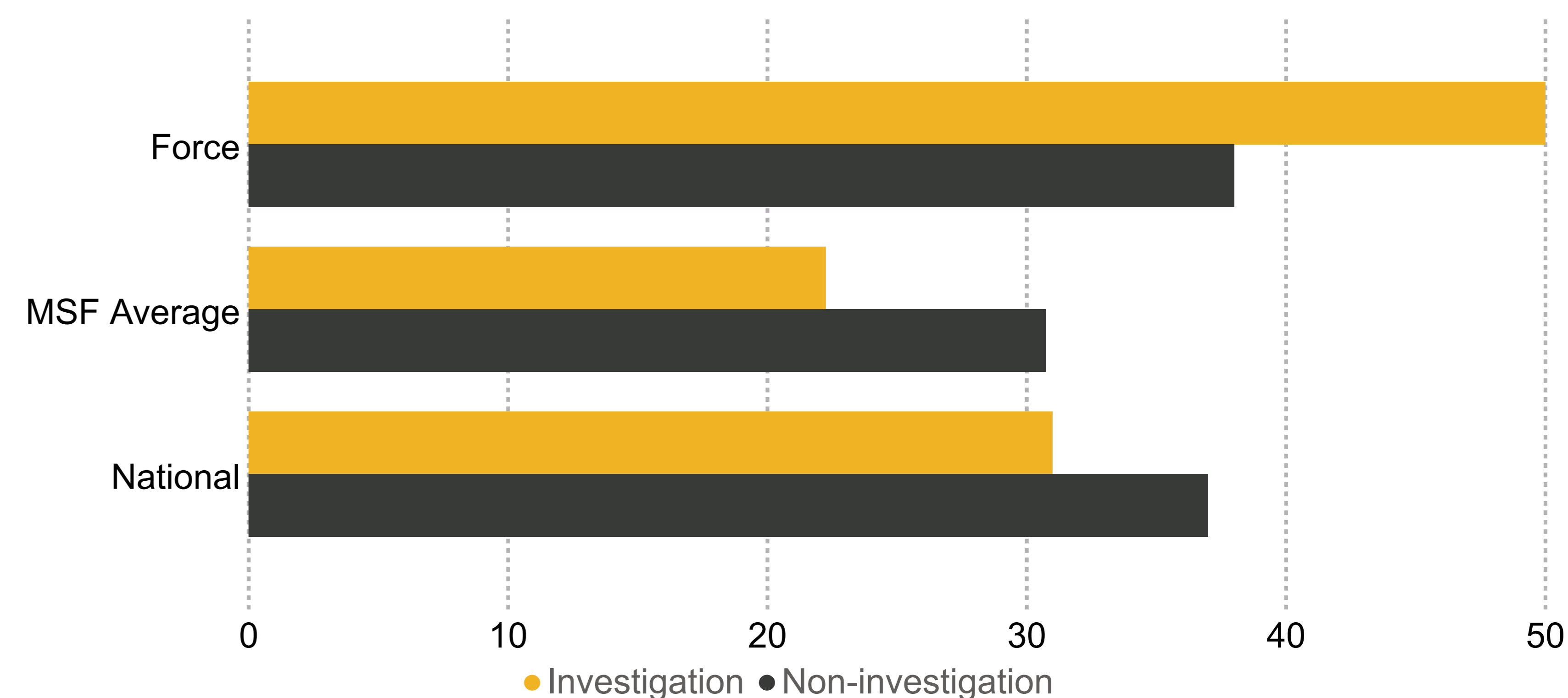
% LPB reviews found outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	0	8	27
Non-investigation	25	21	15



% IOPC reviews found outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	50	22	31
Non-investigation	38	31	37



% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made	93	74	86

% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	0	2
Direction	33	20	22
Extra work commissioned	0	13	1

This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application. Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

Where the IOPC does not have enough information to decide on a review of a police force investigation, they are able to request that the force undertakes further work to gather additional evidential material. This is known as commissioning further work. The proportion of reviews completed where additional work was commissioned are shown in this section.

Section E1.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Organisational learning	0	0 %	2	1 %	169	0 %
Individual learning	0	0 %	0	0 %	348	1 %
Policy review	0	0 %	1	0 %	31	0 %
Goodwill gesture	0	0 %	2	0 %	135	0 %
Apology	235	46 %	89	17 %	3312	9 %
Debrief	2	0 %	6	2 %	562	1 %
Explanation	141	28 %	238	42 %	18482	48 %
No further action	76	15 %	153	30 %	11157	29 %
Learning from Reflection	0	0 %	11	4 %	696	2 %

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.

Section E1.2: Allegation actions - on complaint cases handled under Schedule 3

Actions following Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Referral to RPRP	27	4 %	9	2 %	1003	3 %
Learning from Reflection	113	16 %	53	12 %	3364	10 %
Other actions following a case to answer decision	0	0 %	0	0 %	20	0 %
Other action	1	0 %	3	1 %	517	2 %
No further action	23	3 %	139	35 %	15965	48 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	14	0 %
Misconduct proceedings	0	0 %	0	0 %	68	0 %
Explanation	517	73 %	204	48 %	12350	37 %
Debrief	0	0 %	3	1 %	259	1 %
Apology	48	7 %	39	10 %	1737	5 %
Goodwill gesture	1	0 %	0	0 %	14	0 %
Policy review	0	0 %	1	0 %	41	0 %
Individual learning	1	0 %	0	0 %	86	0 %
Organisational learning	13	2 %	13	3 %	588	2 %

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.

Section E2: Focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct.

Actions are captured at allegation level and multiple actions can be selected, where appropriate, on a 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%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

Number of complaint cases resulting in below actions	2021/22
RPRP	
National	1003
Force	27
Learning	
National	673
Force	14

Percentage of complaint cases resulting in below actions	2021/22
RPRP	
National	3 %
Force	4 %
Learning	
National	2 %
Force	2 %

RPRP, UPP, misconduct and criminal

Percentage of complaint cases resulting in below actions	Force		MSF Average		National	
	No.	%	No.	%	No.	%
RPRP	27	4 %	9	2 %	1003	3 %
Misconduct meeting	0	0 %	0	0 %	55	0 %
Misconduct hearing	0	0 %	0	0 %	14	0 %
UPP	0	0 %	0	0 %	14	0 %

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 \(February 2020\)](#).