

Police Complaints Information Bulletin: Wiltshire

Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)

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 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 (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.

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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

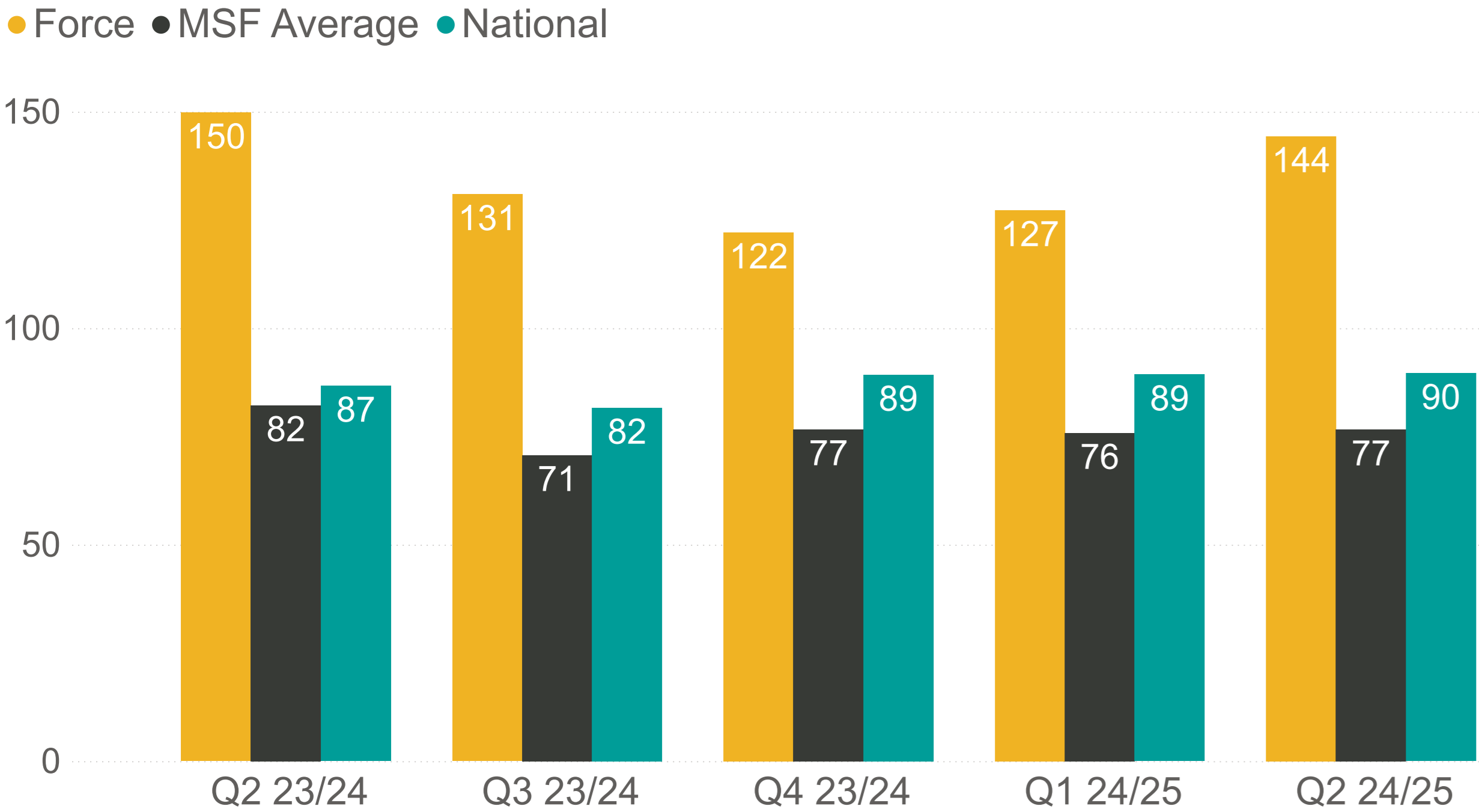
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

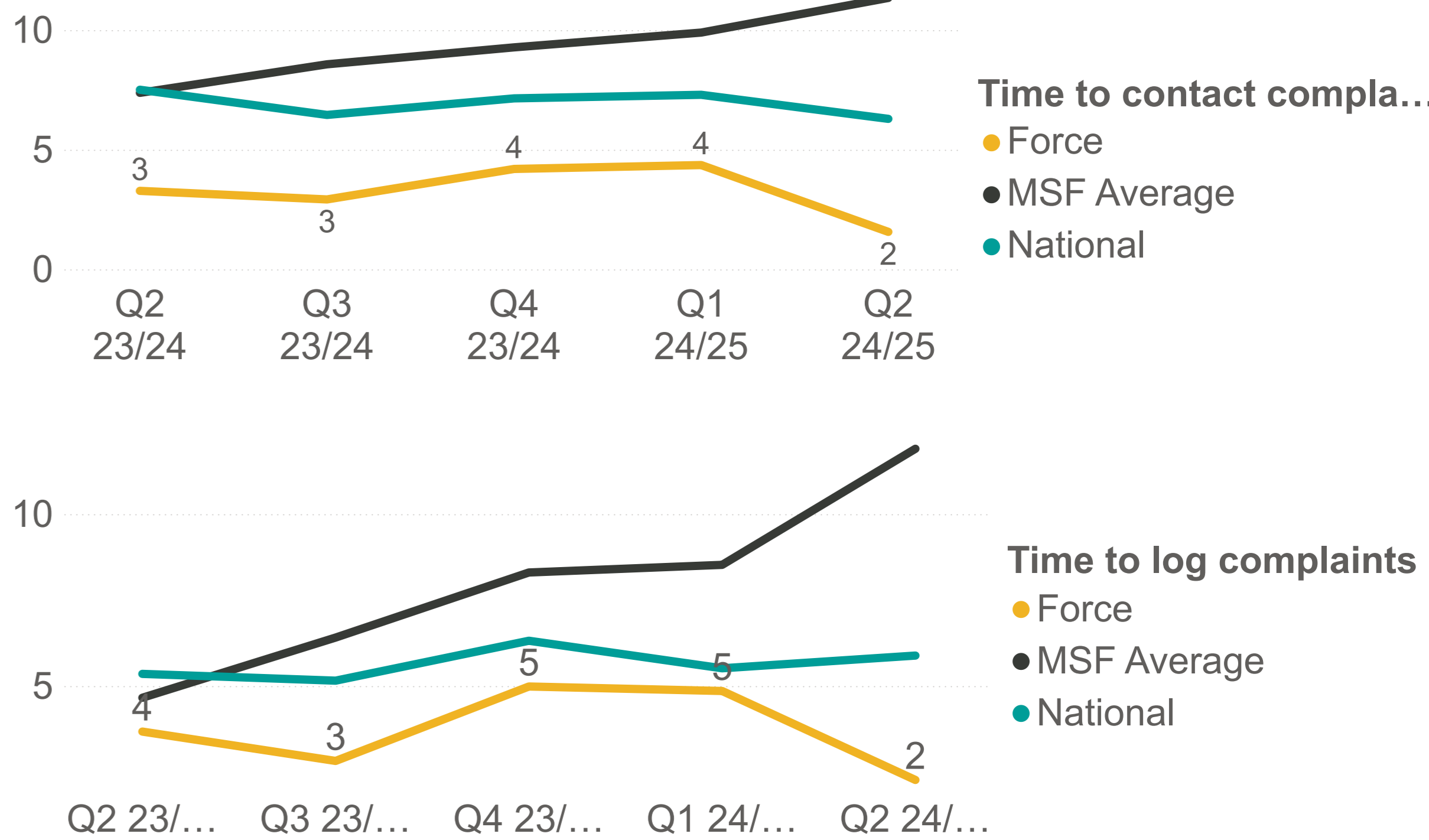
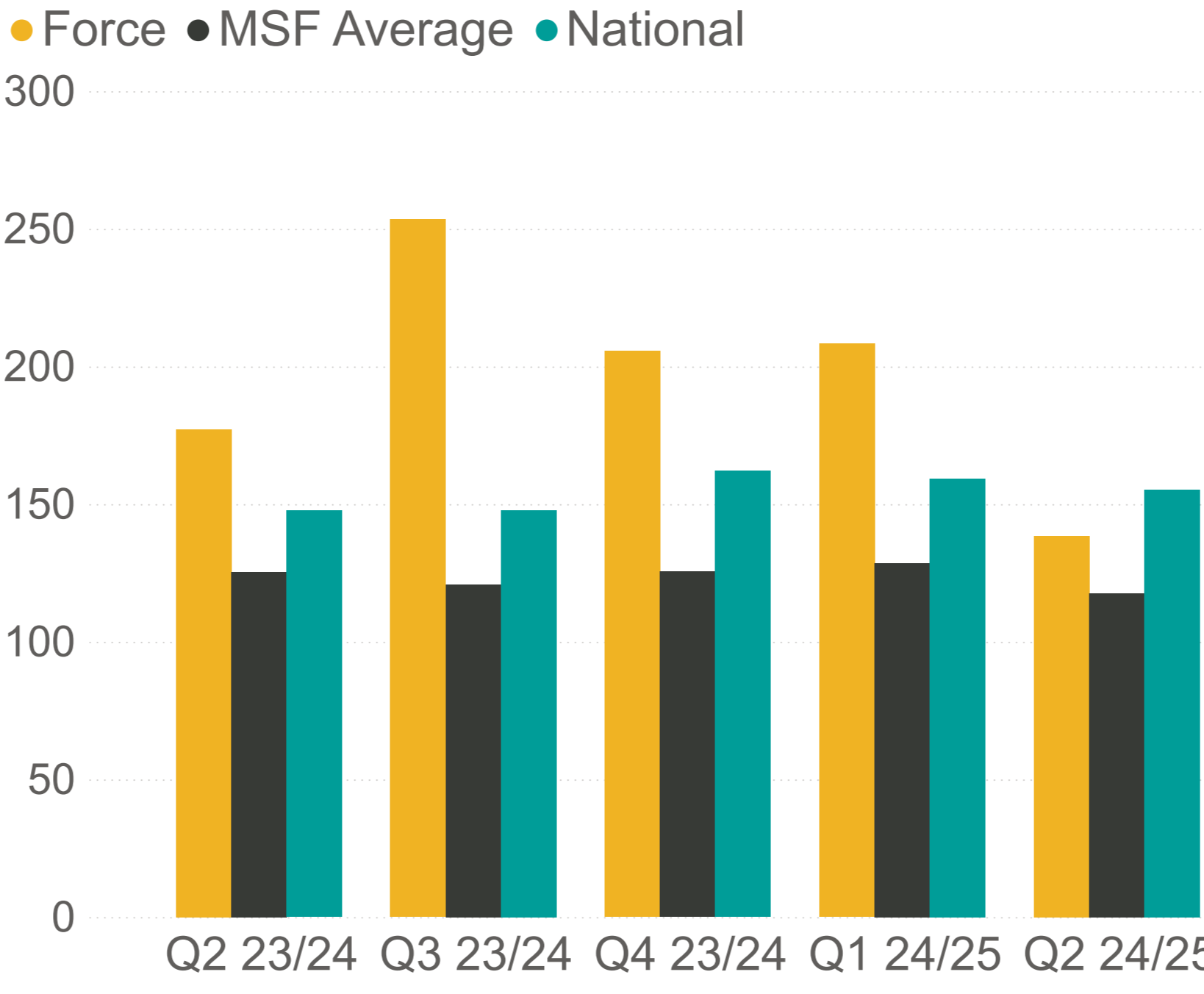
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	700	272	894	347	3	3
SPLY	744	299	954	383	3	3
MSF Average	532	152	917	246	10	10
National	45,593	179	80,142	314	7	6

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	93	208	117	6,798
Complainant wishes the complaint be recorded	26	28	31	2,795
Dissatisfaction after initial handling	31	43	28	2,316
Nature of the allegation(s) in the complaint	44	35	33	3,441
Total	194	314	209	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	48 %	66 %	52 %	44 %
Complainant wishes the complaint be recorded	13 %	9 %	18 %	18 %
Dissatisfaction after initial handling	16 %	14 %	14 %	15 %
Nature of the allegation(s) in the complaint	23 %	11 %	16 %	22 %

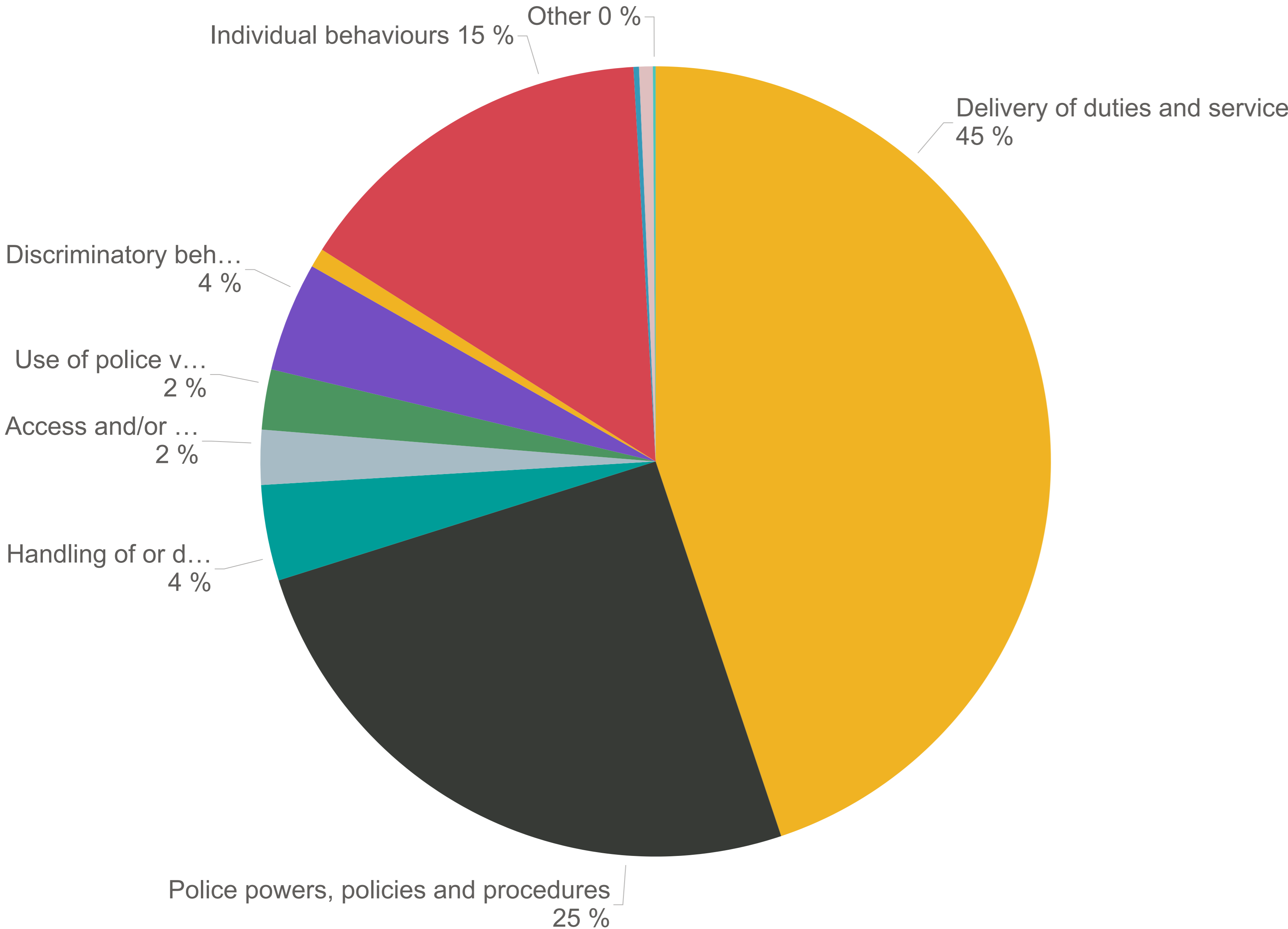
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

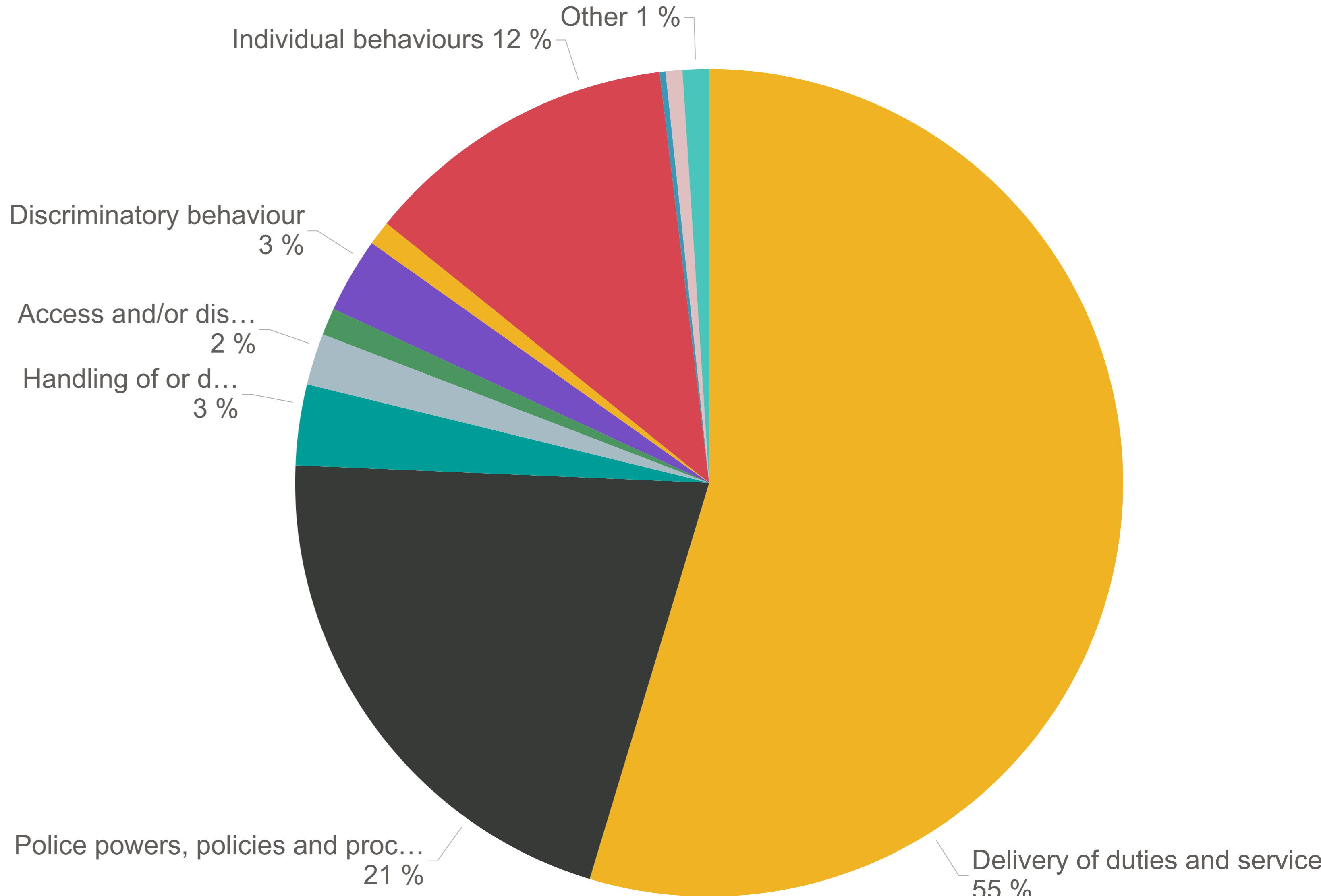
What has been complained about (YTD)

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	401	226	35	20	22	40	7	135	2	5	1	894
SPLY	478	198	38	21	20	20	12	154	3	6	4	954
MSF Average	448	214	32	19	11	28	13	137	2	6	7	917
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

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	401	45 %	478	50 %	448	47 %	43,801	55 %	
	Police action following contact	224	56 %	339	71 %	163	36 %	18,035	41 %	
	Decisions	78	19 %	55	12 %	78	19 %	6,186	14 %	
	Information	71	18 %	26	5 %	72	18 %	4,976	11 %	
	General level of service	28	7 %	58	12 %	135	27 %	14,604	33 %	
Police powers, policies and procedures	Total	226	25 %	198	21 %	214	24 %	16,837	21 %	
	Use of force	69	31 %	73	37 %	53	24 %	4,424	26 %	
	Detention in police custody	36	16 %	28	14 %	32	14 %	2,422	14 %	
	Power to arrest and detain	35	15 %	29	15 %	44	20 %	3,002	18 %	
	Searches of premises and seizure of property	22	10 %	23	12 %	24	12 %	2,094	12 %	
	Bail, identification and interview procedures	20	9 %	10	5 %	17	8 %	955	6 %	
	Evidential procedures	17	8 %	3	2 %	16	8 %	1,283	8 %	
	Other policies and procedures	15	7 %	21	11 %	18	9 %	1,615	10 %	
	Stops, and stop and search	9	4 %	11	6 %	7	3 %	793	5 %	
	Out of court disposals	3	1 %	0	0 %	4	1 %	249	1 %	
	Individual behaviours	Total	135	15 %	154	16 %	137	15 %	9,853	12 %
		Overbearing or harassing behaviours	33	24 %	43	28 %	28	18 %	1,756	18 %
		Impolite language / tone	30	22 %	38	25 %	28	21 %	2,449	25 %
Unprofessional attitude and disrespect		26	19 %	35	23 %	39	29 %	2,782	28 %	
Lack of fairness and impartiality		23	17 %	24	16 %	23	17 %	1,368	14 %	
Impolite and intolerant actions		23	17 %	14	9 %	20	15 %	1,498	15 %	
Discriminatory behaviour	Total	40	4 %	20	2 %	28	3 %	2,349	3 %	
	Race	18	45 %	11	55 %	10	33 %	1,088	46 %	
	Disability	10	25 %	2	10 %	7	24 %	439	19 %	
	Sex	6	15 %	4	20 %	5	19 %	394	17 %	
	Sexual orientation	3	8 %	2	10 %	2	11 %	76	3 %	
	Other	3	8 %	1	5 %	3	9 %	229	10 %	
	Age	0	0 %	0	0 %	1	2 %	38	2 %	
	Gender reassignment	0	0 %	0	0 %	1	2 %	25	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Religion or belief	0	0 %	0	0 %	0	1 %	57	2 %		
Handling of or damage to property/ premises	Total	35	4 %	38	4 %	32	3 %	2,467	3 %	
	Handling of or damage to property/ premises	35	100 %	38	100 %	32	100 %	2,466	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	419	47 %	359	38 %	296	37 %	29,355	37 %
Arrest	175	20 %	126	13 %	131	15 %	10,232	13 %
Domestic / gender abuse	117	13 %	56	6 %	61	8 %	4,125	5 %
Neighbourhood policing	79	9 %	94	10 %	39	4 %	3,752	5 %
VAWG - dissatisfaction handling	75	8 %	15	2 %	58	7 %	3,054	4 %
None	71	8 %	142	15 %	245	20 %	15,525	19 %
Roads/traffic	66	7 %	67	7 %	53	6 %	4,731	6 %
Custody	54	6 %	38	4 %	60	6 %	4,574	6 %
Child protection / CSA / CSE	35	4 %	9	1 %	29	4 %	1,370	2 %
Call Handling	30	3 %	53	6 %	32	3 %	3,424	4 %
Mental health	28	3 %	6	1 %	20	2 %	2,317	3 %
Restraint equipment	23	3 %	20	2 %	15	2 %	855	1 %
Drugs / alcohol	22	2 %	13	1 %	17	2 %	897	1 %
Premises search	22	2 %	18	2 %	26	3 %	1,958	2 %
Stop and/or search	20	2 %	16	2 %	19	2 %	1,618	2 %
Hate Crime	18	2 %	5	1 %	10	1 %	468	1 %
Social media	12	1 %	5	1 %	4	0 %	330	0 %
VAWG - police perpetrated	9	1 %	1	0 %	10	1 %	539	1 %
Missing persons	7	1 %	10	1 %	3	0 %	514	1 %
Death	6	1 %	4	0 %	9	1 %	759	1 %
Taser	5	1 %	4	0 %	2	0 %	105	0 %
Firearms	2	0 %	5	1 %	7	1 %	400	0 %
Covert policing	1	0 %	0	0 %	0	0 %	48	0 %
Fraud	1	0 %	2	0 %	5	0 %	485	1 %
Public order incident	1	0 %	6	1 %	4	1 %	645	1 %
Coronavirus - other	0	0 %	0	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 %	0	0 %	0	0 %	0	0 %
Police dogs or horses	0	0 %	2	0 %	1	0 %	54	0 %
PPDA	0	0 %	0	0 %	0	0 %	7	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
Serious injury	0	0 %	1	0 %	2	0 %	168	0 %
Unknown	0	0 %	0	0 %	1	0 %	20	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	14	0 %
VAWG - police victim	0	0 %	0	0 %	1	0 %	88	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 perpetrated	6	0	0	0	2
VAWG - dissatisfaction handling	53	11	0	1	9
Taser	0	3	1	0	1
Stop and/or search	0	13	1	1	4
Social media	8	1	0	0	1
Roads/traffic	24	9	3	3	11
Restraint equipment	0	21	0	2	0
Public order incident	1	0	0	0	0
Premises search	1	16	3	0	2
None	23	10	4	4	19
Neighbourhood policing	51	3	0	5	16
Missing persons	4	0	0	0	3
Mental health	8	7	0	6	7
Investigation	259	51	25	18	53
Hate Crime	7	2	0	5	2
Fraud	1	0	0	0	0
Firearms	1	1	0	0	0
Drugs / alcohol	5	9	1	2	4
Domestic / gender abuse	62	23	0	8	21
Death	4	0	0	0	2
Custody	3	43	1	2	2
Covert policing	1	0	0	0	0
Child protection / CSA / CSE	19	4	1	0	10
Call Handling	23	0	0	1	6
Arrest	27	106	4	12	20
Total	401	225	35	40	134

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
Q2 23/24	6	1	0	7
Q3 23/24	20	1	0	21
Q4 23/24	40	1	0	41
Q1 24/25	54	0	0	54
Q2 24/25	21	9	0	30
Total	141	12	0	153

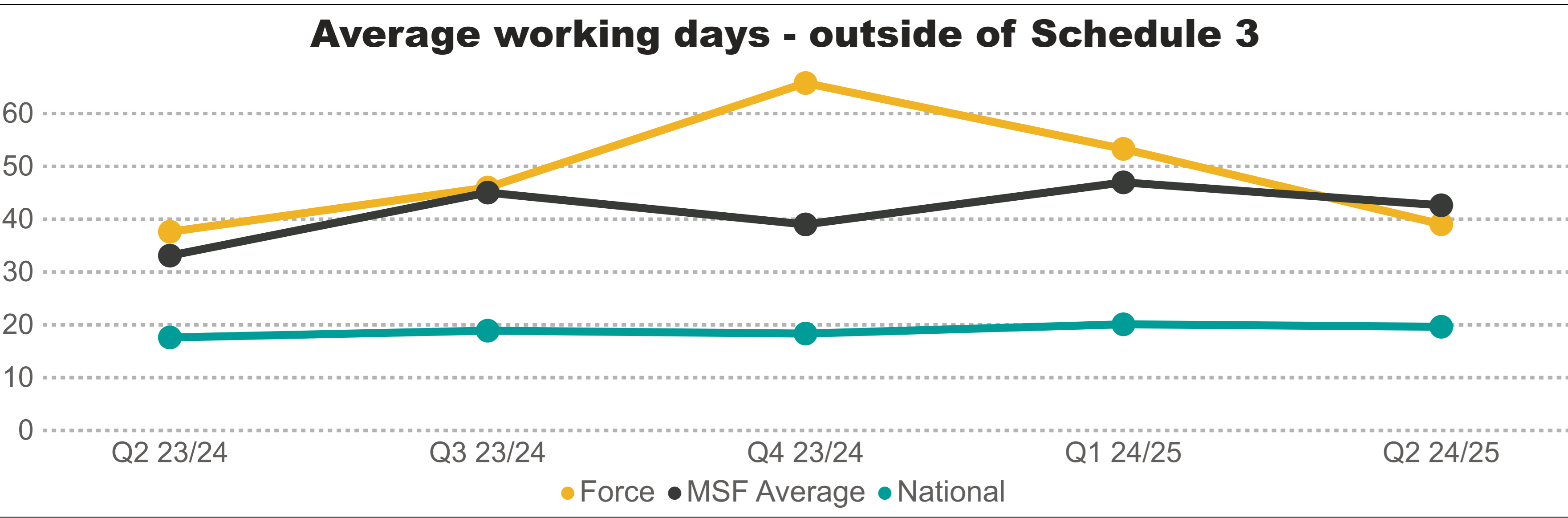
Section A2: Allegations timeliness

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.

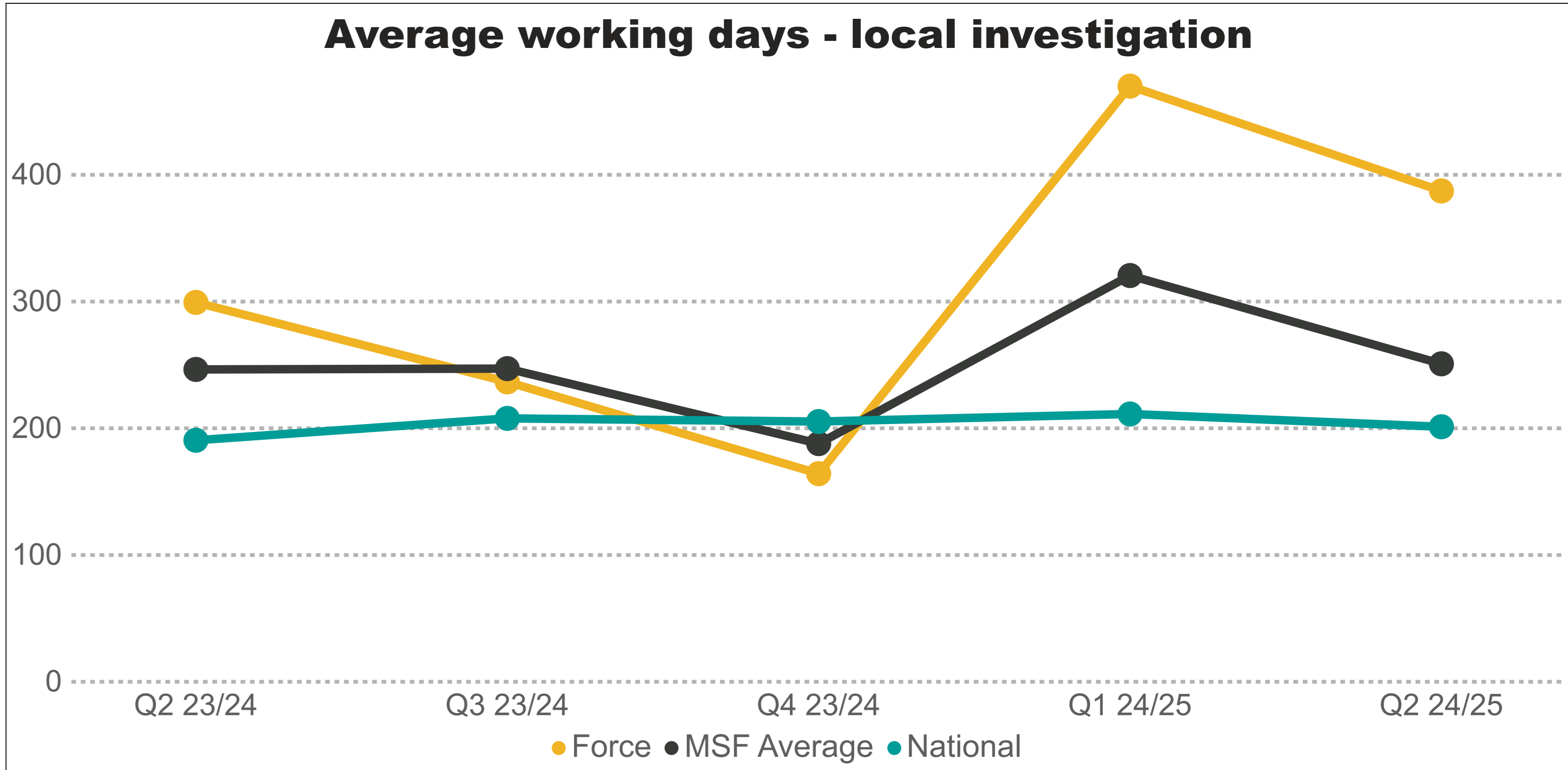
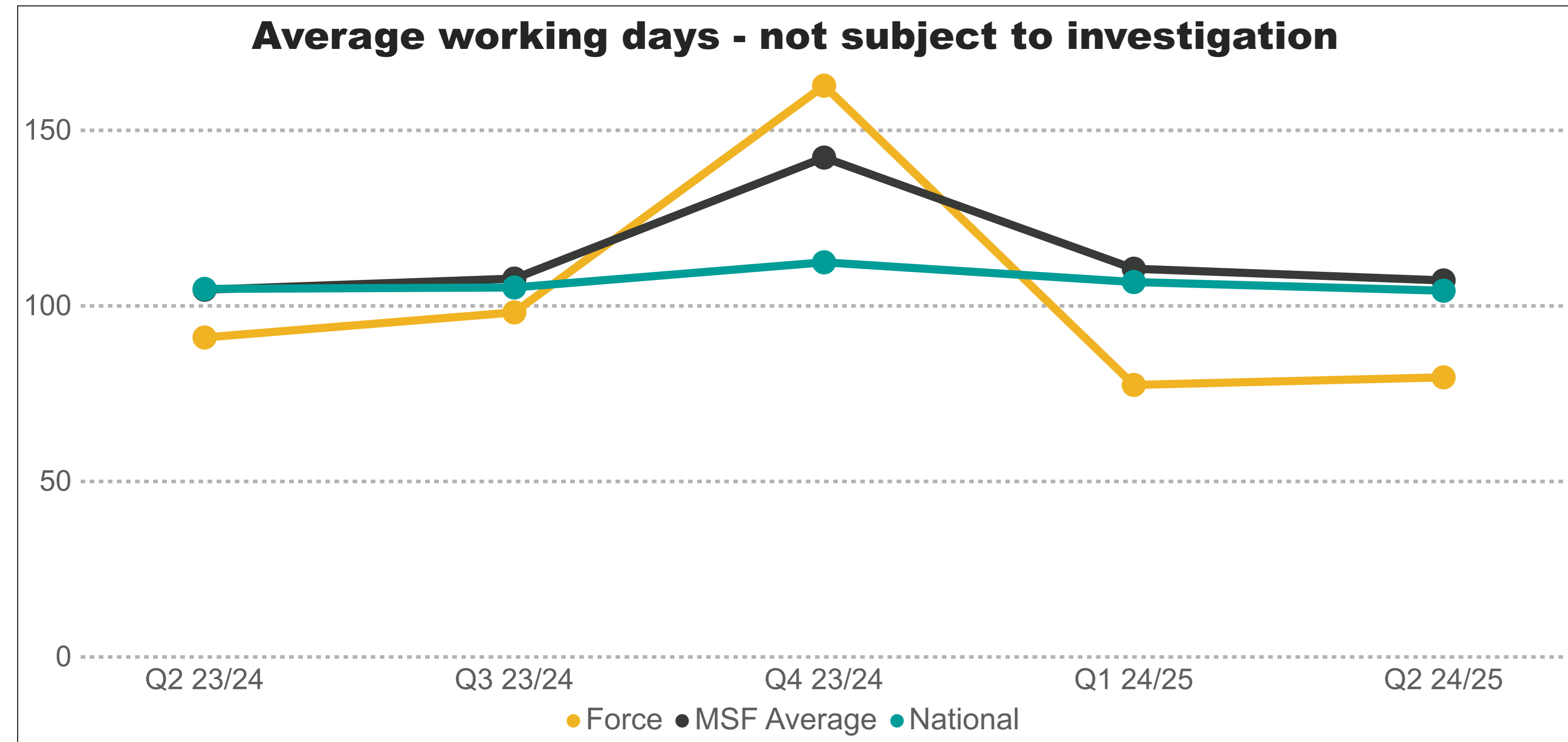
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	586	47	372	78	52	395	0	0
SPLY	427	32	441	110	119	321	0	0
MSF Average	359	44	421	109	59	267	0	0
National	33,250	20	35,230	105	8,680	206	109	282



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	16	544

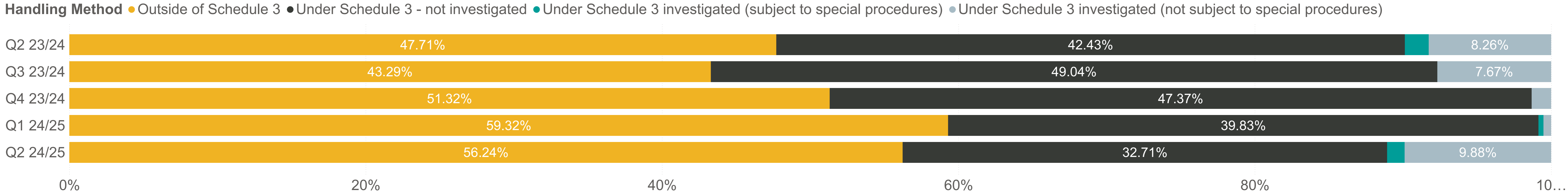


Section A3.1: How allegations were handled and their decisions

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)	45	4 %	50	8 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	7	1 %	9	1 %	883	1 %
Under Schedule 3 - not investigated	372	37 %	421	50 %	35,230	46 %
Outside of Schedule 3	586	58 %	359	41 %	33,250	43 %
Total	1,010	100 %	839	100 %	77,285	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					18	5 %	2,768	8 %	4	57 %	9	1 %			242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					19	5 %	3,238	9 %			10	1 %	5	11 %	770	10 %
Service provided - not acceptable					53	14 %	4,563	13 %			26	3 %	4	9 %	900	11 %
Service provided - acceptable					275	74 %	23,538	67 %			129	15 %	32	71 %	5,675	72 %
Not Resolved	1	0 %	1,876	6 %												
Resolved	585	100 %	31,373	94 %												
No Case to Answer									1	14 %	512	58 %				
Case to Answer									2	29 %	180	20 %				
Withdrawal					7	2 %	1,063	3 %			16	2 %	4	9 %	242	3 %

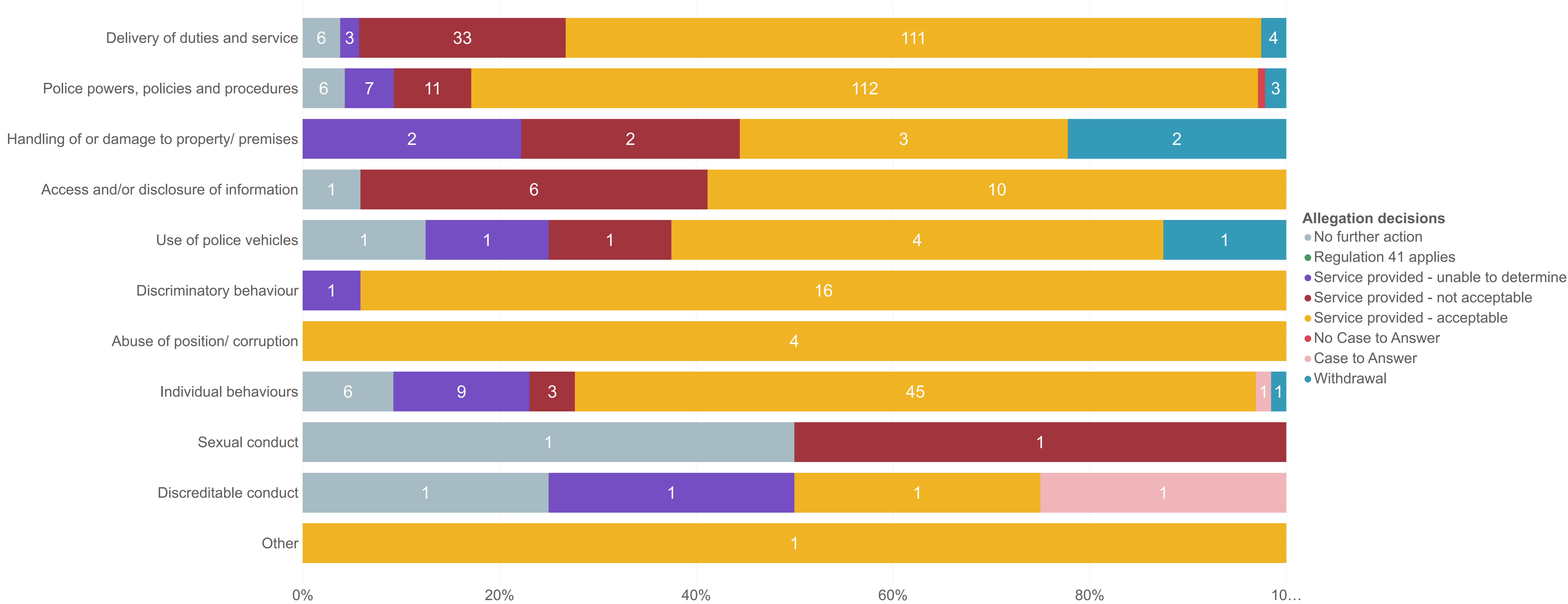
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	322	80	30	3	17	22	3	107	1	0	0	585
Not Resolved	1	0	0	0	0	0	0	0	0	0	0	1

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 %	1	1 %	132	0 %
Learning from reflection	0	0 %	0	0 %	5	4 %	935	3 %
Policy review	0	0 %	0	0 %	0	0 %	32	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	52	0 %
Apology	241	41 %	198	46 %	50	15 %	3,241	10 %
Debrief	0	0 %	0	0 %	1	0 %	311	1 %
Explanation	327	56 %	197	46 %	177	52 %	20,147	61 %
No further action	3	1 %	26	6 %	34	11 %	3,760	11 %
Other action	13	2 %	6	1 %	81	15 %	4,135	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	0	0 %	1	0 %	8	2 %	398	1 %
Apology	0	0 %	18	3 %	20	4 %	1,605	4 %
Debrief	0	0 %	2	0 %	5	1 %	1,343	3 %
Explanation	4	1 %	471	84 %	277	55 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	0 %
No further action	390	92 %	19	3 %	122	27 %	9,817	22 %
Other action	4	1 %	0	0 %	3	1 %	432	1 %
Learning from reflection	5	1 %	0	0 %	29	7 %	2,263	5 %
Referral to RPRP	17	4 %	39	7 %	7	3 %	671	2 %

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

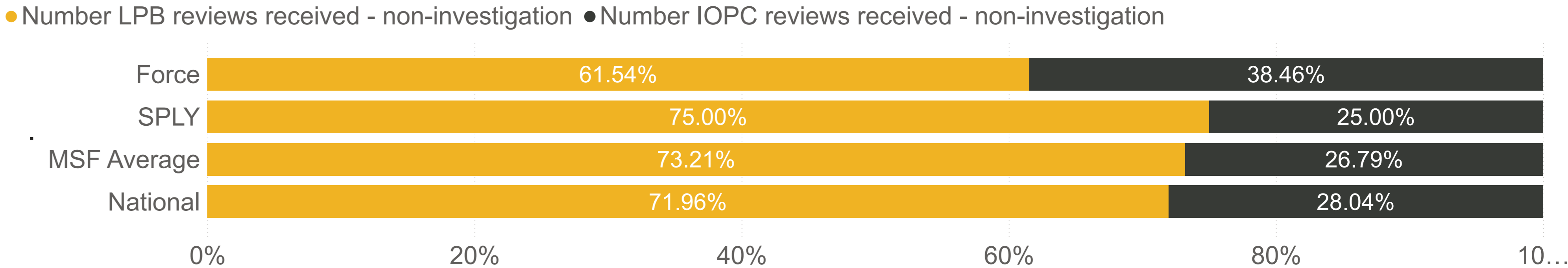
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	2	29 %	10	37 %	1	14 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	4 %	64	7 %
Referral to RPRP	0	0 %	1	4 %	2	24 %	161	18 %

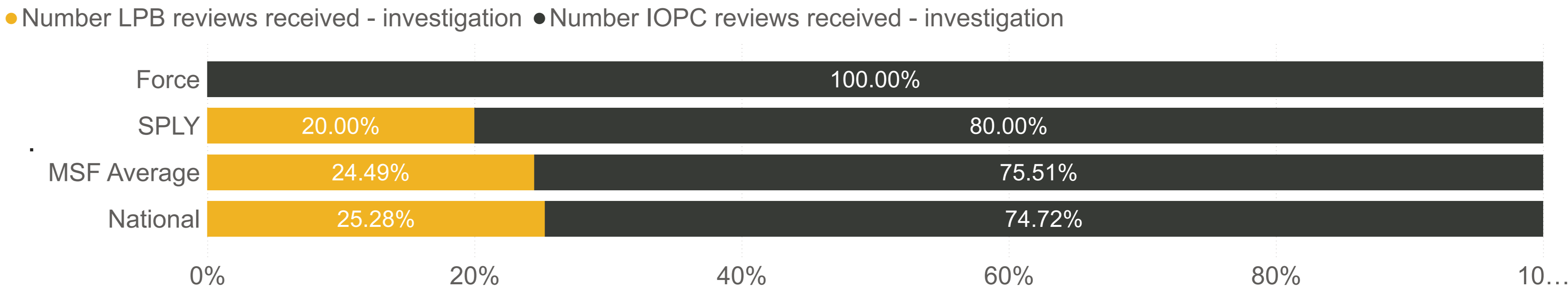
Section C1: Reviews received and timeliness (Year to date)

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	16	10
SPLY	36	12
MSF Average	24	9
National	1,850	721

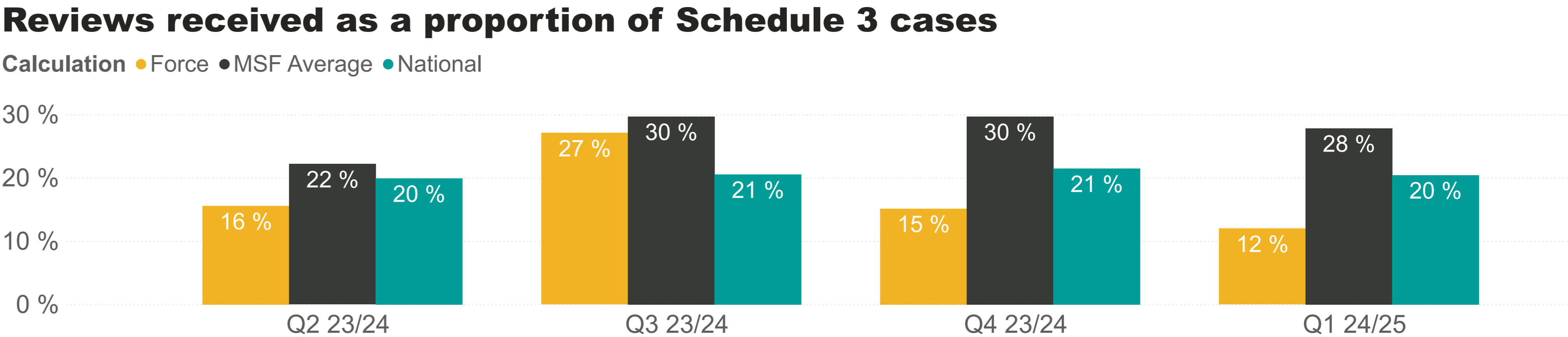


Investigation reviews received	LPB	IOPC
Force	0	4
SPLY	1	4
MSF Average	2	5
National	159	470



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	30	210
SPLY	53	289
MSF Average	39	199
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	21	24	42	49
Average number of working days to complete IOPC reviews	134	116	150	138

Section C2: Outcomes on reviews

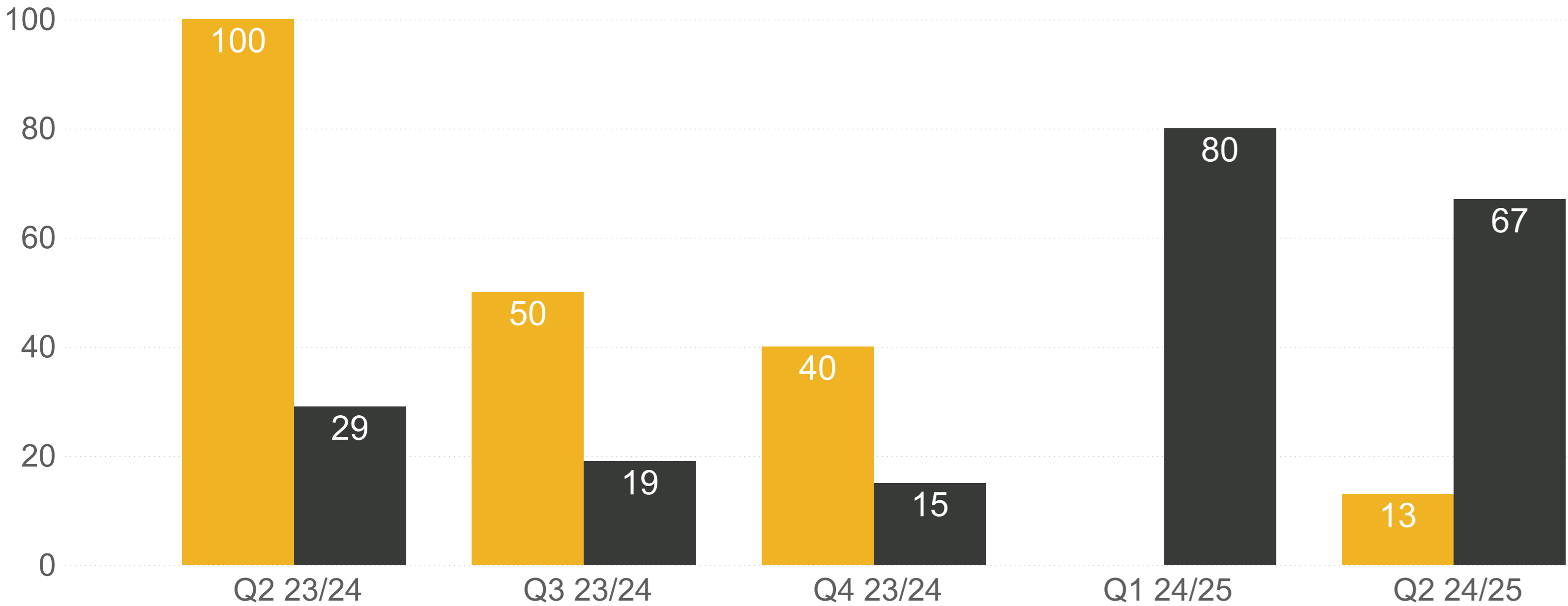
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	8	1	0	
SPLY	2	2	1	
MSF Average	5	1	2	4
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	9	6	16	3
SPLY	14	4	32	3
MSF Average	8	2	26	6
National	452	144	1,825	363

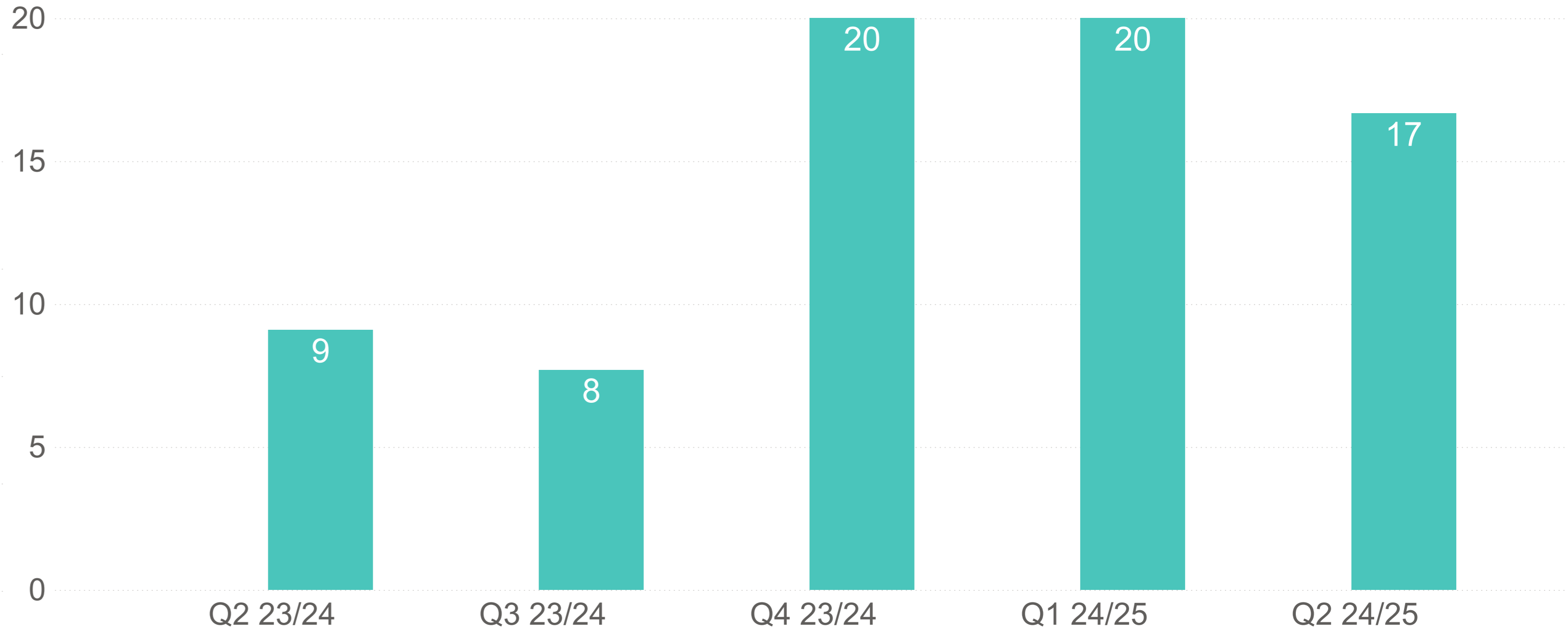
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



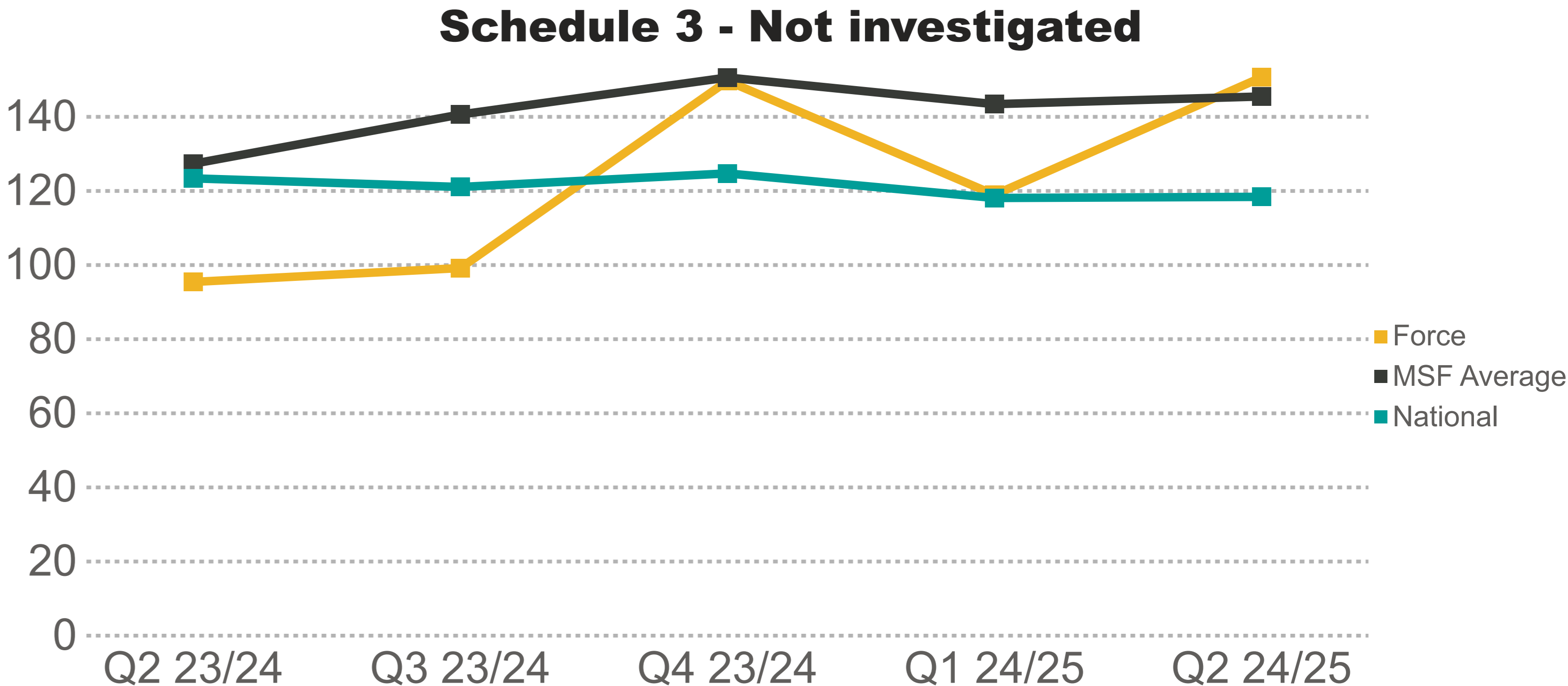
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

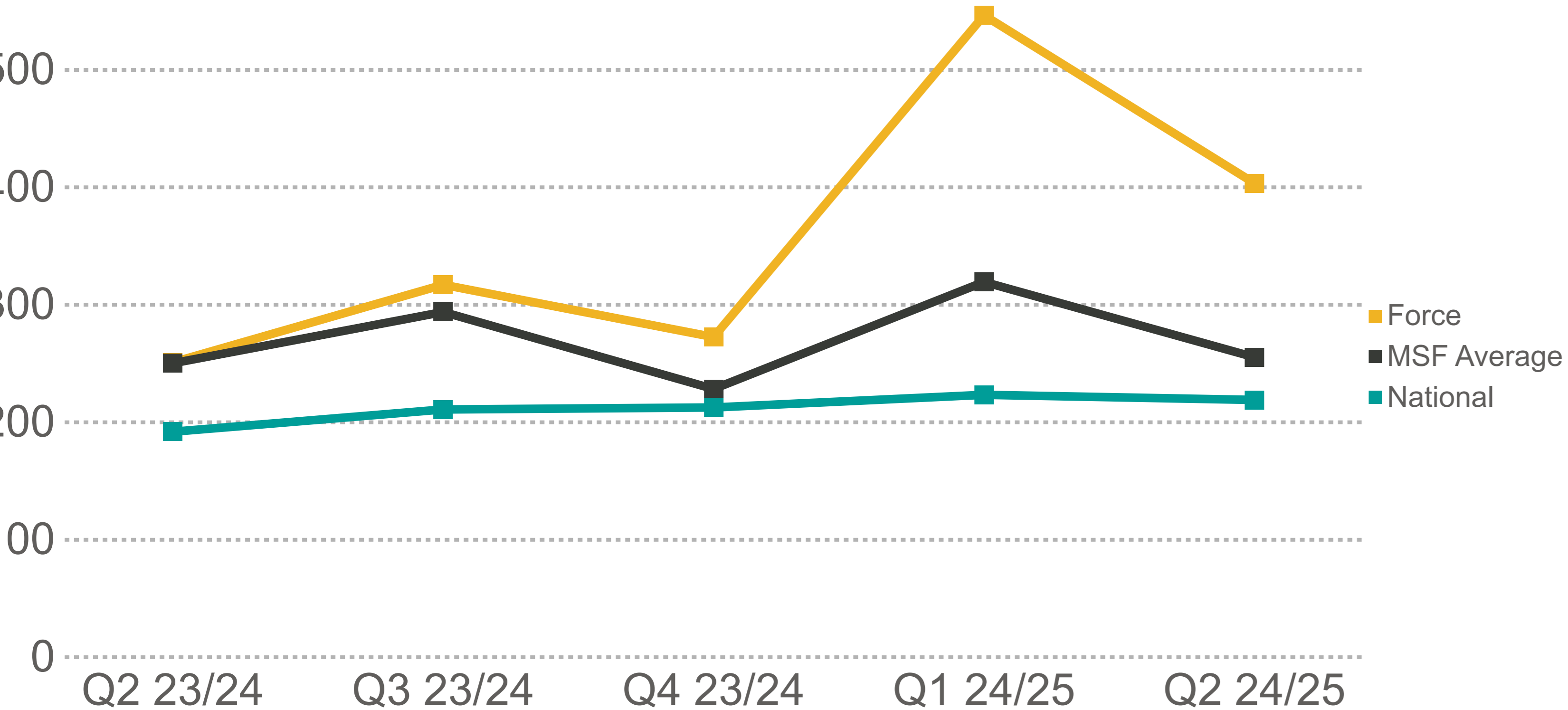
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	358	338	289	310
Under Schedule 3 investigated (not subject to special procedures)	424	282	276	221
Under Schedule 3 - not investigated	130	116	143	118
Total	161	142	164	140

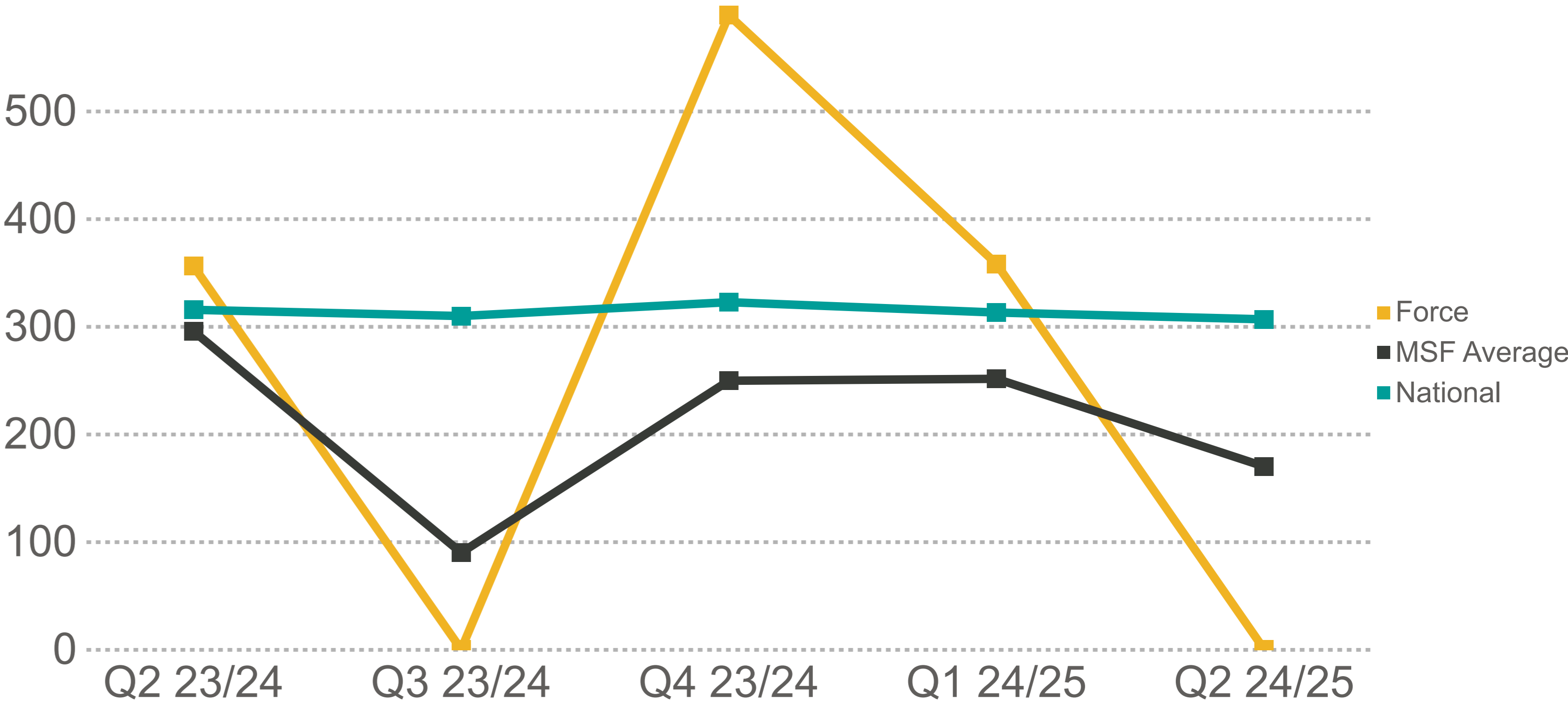
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	188	248	178	12,474
Under Schedule 3 investigated (not subject to special procedures)	21	29	18	2,681
Under Schedule 3 investigated (subject to special procedures)	1	12	4	329
Total	210	289	199	15,484



Schedule 3 - Investigated (not special procedures)



Schedule 3 - Investigated (special procedures)



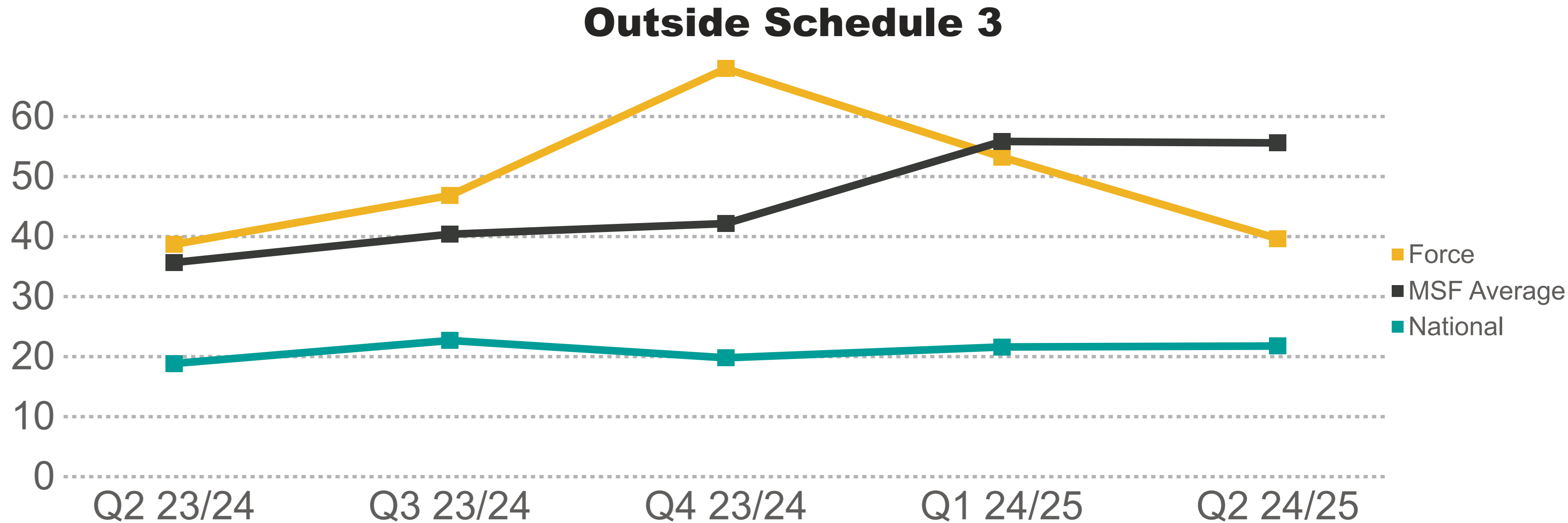
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	461	351	314	27766
Average days to finalise complaint cases handled outside of Schedule 3	48	33	55	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	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	461	69%	351	55%	314	61%	27,766	64%
Under Schedule 3 - not investigated	188	28%	248	39%	178	35%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	21	3%	29	5%	18	3%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	1	0%	12	2%	4	1%	329	1%
Total	671	100%	640	100%	513	100%	43,250	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.

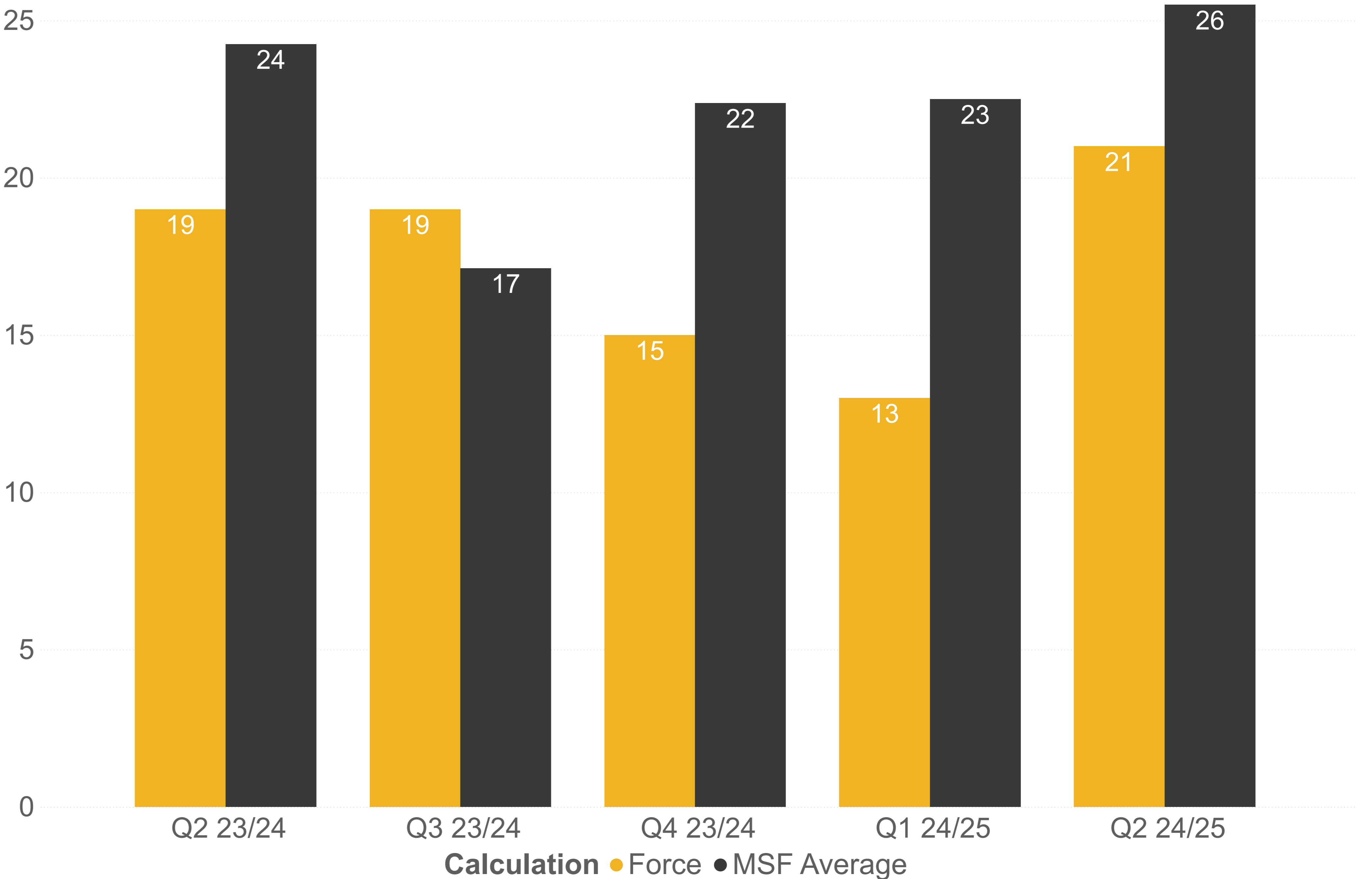
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	34	30	48	3,490
Number referrals completed	33	30	47	3,490
Decision: Independent Investigation	7	6	2	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	16	17	25	1,935
Decision: Return to Force	7	6	18	1,262
Decision: Invalid	3	1	2	80

Force and MSF Group referrals received



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

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 \(February 2020\)](#).