



# Police complaints

Statistics for England and  
Wales 2020/21

(Experimental statistics)

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# Introduction

The *Policing and Crime Act 2017* and supporting regulations made significant changes to the police complaints and disciplinary systems. These changes were designed to achieve a simpler, more proportionate and customer-focused complaints system focusing on learning and improvement. The changes were implemented on 1 February 2020.

Alongside changes to complaints legislation, new recording guidance was issued to improve how information about complaints is recorded. These changes aim to make complaints data more meaningful.

This report presents figures on complaints about the police in England and Wales for the financial year 2020/21. It presents different data from previous annual complaints reports due to the changes in legislation and recording practice.

A police complaint is an expression of dissatisfaction by a member of the public about the service they have received from a police force. Police forces and local policing bodies deal with the majority of complaints themselves. The IOPC set the standards for complaints handling through our [Statutory Guidance 2020](#).

Our Statutory Guidance helps local policing bodies and forces achieve high standards in handling complaints about those serving with the police, and to comply with their legal obligations. The IOPC also oversees the complaints system and investigates the most serious and sensitive cases, as well as carrying out some reviews of complaints.

The first stage of complaint handling is for the relevant police force or local policing body to decide how it will handle the complaint. The reforms allow for certain types of complaints to

be resolved informally, while also allowing more flexibility in the handling of formal complaints. This allows the police to better meet the needs of the complainant, and quickly make improvements based on the complaints they handle.

A person can request a review if they are unhappy with the way their complaint was handled or the final outcome. In some instances, this review will be carried out by the IOPC. Other reviews are handled by local policing bodies (Police and Crime Commissioners and Mayors).

This is the first year of reporting on the changes to the complaints system and therefore, these statistics should be considered experimental<sup>1</sup>.

Most of the data referred to in this report was recorded on police force IT systems and collected by the IOPC. Police forces updated their systems at different times, and it will take time for those inputting data to develop their understanding.

Given the significant changes to the complaints system it would not be meaningful to compare this complaints data to that of previous years.

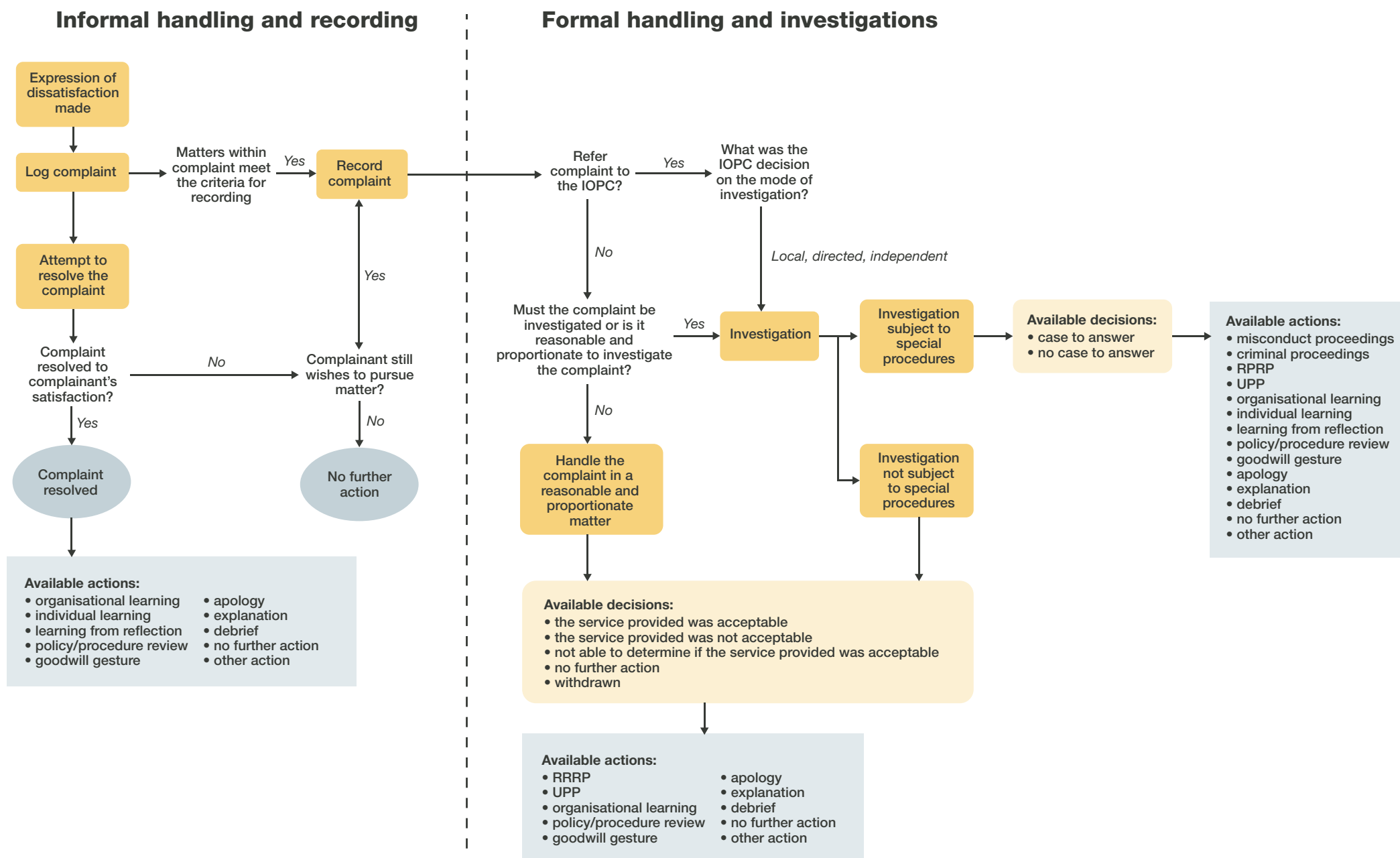
We have issued police forces with guidance which sets out how we expect them to record the data we collect. Therefore, the consistency of the data we report relies on police forces applying our guidance correctly when they record data.

Our guidance on how police forces should record data about complaints under the *Police Reform Act 2002*, as amended by the *Policing and Crime Act 2017*, is available on our website: [www.policconduct.gov.uk](http://www.policconduct.gov.uk)

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<sup>1</sup> The Office for National Statistics describes these as 'a series of statistics that are in a testing phase and not yet fully developed'.

## Formal and informal handling of complaints



# Findings

## Initial handling of complaints and how long it takes

### Complaint cases logged

Significant change has been made to the complaints system in this area, widening the definition of a complaint to make the system more accessible. This means many more complaints will now be logged than in previous years.

The definition of a police complaint is an expression of dissatisfaction by a member of the public about the service they have received from a police force. All expressions of dissatisfaction must be logged. Some dissatisfaction, which does not meet the criteria for recording a complaint under Schedule 3 of the *Police Reform Act 2002 (PRA 2002)*, may be resolved quickly to the satisfaction of the complainant. Other expressions of dissatisfaction must be recorded.

- In 2020/21, police forces and local policing bodies logged 67,732 complaint cases (table 1).
- Forces took, on average, six working days to log complaints from the date the complaint was made.
- Most forces (29) logged complaints in five working days or fewer. Of the 15 forces that took more than five working days, seven had logged more than 1,500 complaints.

There are considerable differences in the size of police forces across England and Wales. This impacts the number of complaint cases logged by forces. Direct comparison of the number of complaint cases across forces would not take into account these size variations.

A complaint cases rate per 1,000 police force employees is used to provide a meaningful comparison of complaints logged across forces.

- In 2020/21, 290 complaint cases per 1,000 employees across all forces were logged.
- Complaint case rates per 1,000 employees ranged from 131 in North Yorkshire Police to 805 in Cleveland Police.<sup>2</sup> The average nationally was 290 per 1,000 employees (table 2).

### Time taken to contact the complainant

When handling complaints, the body responsible must contact the complainant and seek their views about how the complaint should be handled. This should happen as soon as possible after the complaint is made.

- In 2020/21, forces took an average of seven working days from the date the complaint was made to contact the complainant.
- The time forces took to contact complainants ranged from an average of one day in Cheshire Constabulary to 24 days in West Midlands Police (table 3).

<sup>2</sup> Outliers have been removed from ranges. These are the British Transport Police, who began handling complaints under the Police Reform Act 2002 as amended by the Police and Crime Act 2017 from 4 January 2021, and Bedfordshire Police, Cambridgeshire Constabulary, Hertfordshire Constabulary, and Northumbria Police owing to technical issues with collecting complaints logged outside of Schedule 3 data.

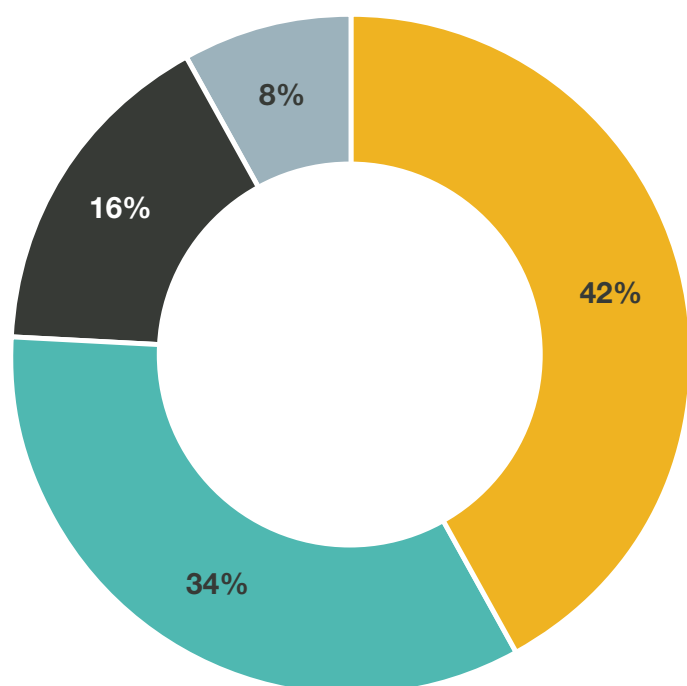
## Recording complaints

The new reforms allow for certain complaints to be handled informally. Schedule 3 of the *Police Reform Act 2002* sets out legal requirements for police complaint handling.

A complaint does not need to be formally recorded under Schedule 3 of the *Police Reform Act 2002* if it can be resolved quickly and to the satisfaction of the complainant. Even if attempts are made to initially handle the complaint outside of the requirements of Schedule 3, it may later be recorded and handled under Schedule 3 of the *PRA 2002*. Information about recording complaints is available in Chapter 6 of our [Statutory Guidance \(2020\)](#).

There are four reasons why a complaint must be recorded under Schedule 3:

- the complainant wants it to be recorded
- the nature of the allegation(s) mean it must be recorded



- the appropriate authority/body responsible for initial handling decides it is appropriate
- complainant is dissatisfied following informal handling
- A total of 36,365 complaint cases logged in 2020/21 were subsequently recorded under Schedule 3 of the *PRA 2002* (table 4).
- In 42% (15,225) of cases, the body responsible for the initial handling of the complaint decided it should be recorded.
- Just over a third (34%, 12,440) of complaints were recorded because the complainant wanted it to be recorded.
- 16% (5,811) of complaint cases were recorded due to the nature of the allegations made.
- In 8% (2,889) of cases, the complainant was dissatisfied with the informal handling and requested their complaint be recorded.

**Figure 1: Reasons complaint cases recorded under Schedule 3 in 2020/21.**

- Body responsible for initial handling decides
- Complainant wishes the complaint to be recorded
- Nature of allegation(s)
- Dissatisfaction after informal handling

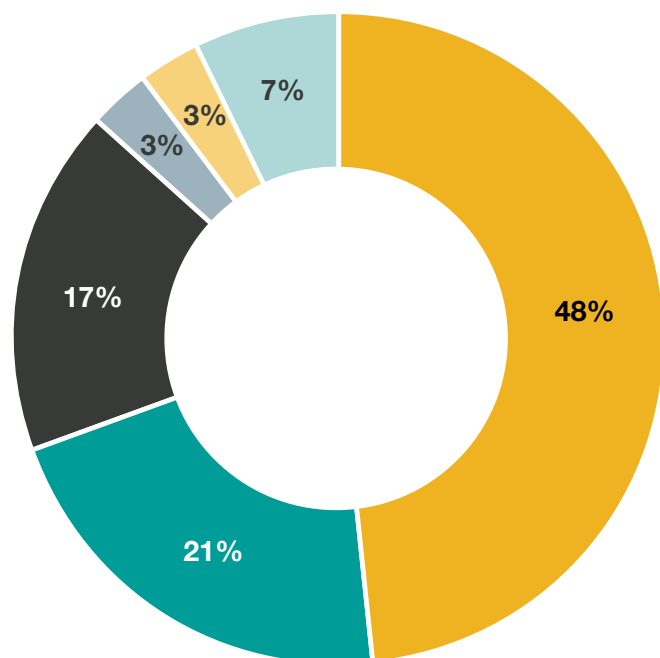
## What complaints were about

A complaint case may include one or more allegations. Each allegation is allocated to one of 11 categories and a subcategory if applicable. The purpose of the categories is to capture the root of the dissatisfaction expressed in a complaint.

- In 2020/21, 109,151 allegations were logged (table 5).
- The five most commonly logged allegation categories in 2020/21 were:
  - delivery of duties and service
  - police powers, policies and procedures
  - individual behaviours
  - discriminatory behaviour
  - handling of or damage to property/premises

These five categories account for 93% of all allegations logged (figure 2).

- The most common allegation was logged under the 'delivery of duties and service' category. This category accounted for almost half (48%) of all the allegations logged in 2020/21.



**Figure 2: Allegations logged in 2020/21 by category.**

- Delivery of duties and service
- Police powers, policies and procedures
- Individual behaviours
- Discriminatory behaviours
- Handling of or damage to property/premises
- All other categories

## Who is making the complaints and who are subject to them?

### Who is making the complaints?

In 2020/21, 62,606 people complained about the police.

- Most complainants were men (55%, 34,268) (table 8).
- Where known, most complainants were White (47%, 29,422). It should be noted the ethnicity of 41% (25,890) of complainants was either not stated or unknown (table 9).
- The most common age groups to complain about the police were those aged 30 to 39 years (20%, 12,614 complainants), closely followed by those aged 40 to 49 years (18%, 11,311). The people who complained least commonly were aged 17 or under. However, caution is advised when looking at the breakdown by age owing to 20% of complainants (12,499) whose age is unknown (table 10).

### Who is being complained about?

In 2020/21, 38,982 people serving with the police were subject to a complaint.

- 67% (26,108) of those complained about were male and 32% (12,389) were female (table 11).
- Most people subject to a complaint were White (81%, 31,768). However, caution is advised when looking at the breakdown by ethnicity due to the number of subjects (12%, 4,797) with unknown or not stated ethnicity (table 12).



## Time taken to informally handle a complaint and the outcomes

Informal complaint handling provides an opportunity to address promptly the concerns a complainant has raised. The key consideration is whether a course of action is appropriate and whether it will be an effective response to a complaint.

### Allegations finalised

An allegation is considered finalised when the complainant is notified about the outcome of the allegation (a decision) and any planned action.

- In 2020/21, police forces finalised 32,012 allegations on complaint cases that were handled informally (table 13).
- On average, these allegations took 20 working days to finalise (table 14).

### Allegation decisions

Where a complaint case is handled informally, the allegation decision will be: 'resolved' or 'not resolved' (table 18).

- In 2020/21, 94% of allegations handled informally were resolved to the satisfaction of the complainant.
- The remaining 6% could not be resolved and will either have been recorded under Schedule 3 or withdrawn by the complainant.

### Complaint cases finalised

A complaint case is finalised when all actions relating to that case are complete.

- In 2020/21, 28,202 complaint cases were finalised informally (table 19).
- These complaint cases took an average of 25 working days to finalise. This is longer than the 20 working days taken to handle allegations as it includes the time to complete all the actions on the case (table 20).

### Actions

Any actions taken in response to the allegation are recorded; multiple actions can be recorded for each allegation.

- The most common action resulting from complaints handled informally was an explanation. 41% of complaint cases finalised resulted in an explanation being given to the complainant (table 21).
- 31% of complaint cases finalised informally had at least one allegation resulting in no further action.
- Different types of learning can be selected as the outcome of complaints. This includes; organisational learning, individual learning and learning from reflection. This totalled 5% of the outcomes. Actions such as providing an apology or conducting a debrief accounted for a further 9%. Therefore, some sort of learning/reflective activity accounted for the outcome in 14% of cases.

## Time taken to formally handle a complaint and the outcomes

All complaints recorded formally should be handled in a reasonable and proportionate manner. This may mean:

- an investigation
- otherwise responding to concerns raised and seeking to resolve them
- notifying the complainant no further action will be taken

### Allegations finalised

An allegation is considered finalised when the complainant is notified about the outcome of the allegation (a decision) and any planned action.

- In 2020/21, police forces finalised 51,738 allegations on complaint cases handled formally (table 13).

### Allegations handled by investigation

If an allegation is investigated, the investigation will fall into one of three types: local, directed, or independent. Please see [the Glossary](#) for an explanation of the different forms of investigation.

If at any time during an investigation, the investigating officer thinks a person complained about may have

- committed a criminal offence; or
- behaved in a manner which would justify the bringing of disciplinary proceedings

the investigation must be certified as subject to special procedures (see explanation of 'special procedures' in [the Glossary](#)).

- In 2020/21, 13% of the 51,738 allegations handled under Schedule 3 were investigated.
- Just over 10% of those (688 out of 6,533) were finalised by investigations subject to special procedures.

- The proportion of investigated allegations ranged from 2% in Staffordshire Police, Cheshire Constabulary and Thames Valley Police to 50% in Warwickshire Police (this excludes six forces with fewer than ten allegations finalised by investigation and the British Transport Police who came under the new legislation from 4 January 2021).
- The majority of allegations finalised by investigation in 2020/21 (99%, 6,496) had been investigated by police forces. These investigations took an average of just under five months (106 working days) for forces to complete (table 14).

### Allegations handled otherwise than by investigation

Most allegations will not need a full investigation to reach a conclusion and a decision.

- In 2020/21, the majority (87%) of allegations handled formally were finalised otherwise than by investigation.
- On average, these allegations took forces 57 working days to finalise (table 14).

### Allegation decisions

The allegation decision reflects how it has been handled. The decisions available for allegations handled formally depends on whether it has been investigated or not (table 18).

- It was found there was a case to answer for misconduct or gross misconduct in 20% of allegations investigated subject to special procedures.
- 59% of allegations investigated subject to special procedures found no case to answer for misconduct or gross misconduct.
- Almost 2% found that the service provided was not acceptable.

- The remaining 19% of allegations investigated subject to special procedures found that either the service was acceptable or no further action was taken or the complaint was withdrawn.
- It was found the service provided was acceptable in almost three quarters (73%) of allegations investigated where special procedures did not apply.
- Of the 45,205 allegations finalised formally that were not investigated, the majority (66%) found the service provided was acceptable.

## Complaint cases finalised

A complaint case is considered finalised when all actions relating to that case are complete.

This includes:

- the time during which an application to review can be made
- the time it takes to deal with a review
- the time it takes for actions resulting from a recommendation or direction, made either following an investigation or consideration of a review, to be completed
- the time for the actions arising from a reflective practice review process (RPRP) meeting to be communicated to the complainant or their representative
- the time it takes for misconduct and/or criminal proceedings to conclude
- the time for initial outcomes of unsatisfactory performance procedures to be decided

In 2020/21, 23,243 complaint cases were finalised formally.

- It took an average of 73 working days to finalise complaint cases formally in 2020/21.
- The average time forces took to finalise complaint cases ranged from 37 in Cheshire Constabulary to 119 working days in Gwent Police<sup>3</sup> (table 20).

## Actions

- Of the 23,243 complaint cases handled formally in 2020/21, more than half (57%) had at least one allegation resulting in no further action being taken (table 22).
- 18 complaint cases had at least one allegation resulting in either a misconduct meeting or hearing (table 22).
- 7% of complaint cases had at least one allegation resulting in learning for either the individual or the police force (table 22).
- 4% (815) of complaint cases handled formally had at least one allegation resulting in a referral to RPRP and 2% (516) resulted in learning from reflection for an individual (table 22).
- 5% of complaint cases had at least one allegation resulting in either an apology or debrief taking place (table 22).

<sup>3</sup> Timeliness range excludes the British Transport Police, who began handling complaints under the *Police Reform Act 2002* as amended by the *Police and Crime Act 2017* from 4 January 2021.

## Reviews

The complainant has a right to apply for a review where a complaint has been recorded under Schedule 3 of the *Police Reform Act 2002*. They can apply for a review if they are unhappy with the way their complaint was handled, or with the final outcome.

The application for review will be considered by the local policing body or the IOPC. The relevant review body depends on the circumstances of the complaint. The relevant review body will look at whether the handling and the outcome of the complaint was reasonable and proportionate.

There is no right of review against a complaint handled informally outside of Schedule 3. If the complainant is not satisfied with the outcome given to them, they can request the complaint be recorded and handled formally. This will bring it inside the scope of Schedule 3 and, when the complaint is finalised, the complainant will get a right of review to the relevant review body.

### Local policing body (LPB) reviews

In 2020/21, LPBs received 4,346 applications from complainants requesting a review of how their complaint had been handled or its final outcome (table 23).

- The number of reviews LPBs received following complaints that had not been investigated was 3,224.

- The number of reviews received following complaints that had been investigated was 1,122.

### Outcome of LPB reviews

- In 2020/21, 15% of reviews about complaints that were not investigated, found the complaint outcome was not reasonable and proportionate.
- The proportion of reviews that found the outcome was not reasonable and proportionate varied considerably across police forces from 0% in four forces to 48% in Wiltshire Police (this excludes two forces with fewer than ten completed reviews) (table 24).
- 19% (105 out of 557) of the investigation reviews completed by LPBs found the complaint outcome was not reasonable and proportionate.
- LPBs for seven forces completed ten or more reviews of police force investigations. The proportion that found the outcome was not reasonable and proportionate ranged from 0% in North Yorkshire to 38% in Warwickshire Police (table 24).

## IOPC reviews

In 2020/21, the IOPC received 969 applications to review complaints dealt with by police forces (table 25).

- In 2020/21, the IOPC received 491 applications to review complaints not investigated by police forces.
- The number of reviews received following complaints that had been investigated was 478.

## Outcome of IOPC reviews

- In 2020/21, the IOPC found the outcome in 32% of complaints that had not been investigated was not reasonable and proportionate (table 26).
- 32% (88 out of 271) of the investigation reviews completed by the IOPC found the complaint outcome was not reasonable and proportionate (table 26).

# Discussion

The main body of the report explains that these statistics are experimental due to the significant changes to the complaints system, police forces updating their systems at different times and time it will take to develop understanding of the changes. Therefore, any analysis and discussion of the statistics is currently limited. In future years, with more data and experience, more analysis can be undertaken to draw out more learning and improvements from the complaints that are made.

## Numbers of complaints, and what is being complained about?

As expected, following changes to the definition of a complaint and the removal of considerations around whether complaints are eligible to be recorded, the volume of complaints has increased significantly. The changes aimed to make access to the complaints system easier and ensure that all dissatisfaction with the police was documented. Given those changes, it would not be meaningful to compare the volume of complaints reported in 2020/21 with previous years.

New recording guidance was also introduced, including new categories to document the nature of complaints. The largest number of complaints were identified as relating to ‘delivery of duties and service’. This covers police action after contact with the public and the general level of service the police offer. Typically, these types of complaints could be about property not being returned or a member of the public not being given a regular update on progress after reporting a crime. Many of these complaints were dealt with informally.

The next two largest categories of complaints are more complex. They arose from situations when police are using powers, such as use of force, arrest, detention and stop and search – and of individual behaviours such as unprofessional attitude, impolite tone and language, and lack of

fairness or impartiality. These types of complaints can vary greatly in seriousness.

## Who is making complaints and who is being complained about?

There are considerable gaps in recording demographic data, in particular the ethnicity and age of complainants as well as those being complained about. This is significant. Evidence shows that people from Black, Asian and minority ethnic communities, and young people, have less confidence in the police. Without this data, it is impossible to draw any meaningful insight about complaints received from these groups and how they were handled.

## Handling and outcomes of informal complaints

Complaints that are handled informally should be dealt with flexibly, with customer contact and understanding at the heart of how the matter is handled. These complaints should be dealt with quickly – usually within a few days. Contact with the complainant was made on average within seven days of the complaint being made and cases took an average of 25 days to complete. 94% of these complaints did not go on to be formally recorded so it appears that the majority were resolved to the complainant’s satisfaction.

Aside from no further action, the most common outcome was that complainants were offered an explanation. Only 14% resulted in some sort of learning or reflective practice. Given the volume of cases, it is likely there are more opportunities to learn and improve the service to the public from this type of complaint.



## Handling and outcomes of formal complaints

Of those cases handled formally, only 13% were subject to formal investigations. Investigations are more likely to feature allegations of abuse of position, discreditable conduct, and sexual conduct allegations. It took forces an average of 106 days to complete a complaint investigation. It is expected this figure will fluctuate over time as older cases are closed that have not featured in this data set. However, this does demonstrate improved timeliness compared to complaint investigations under the previous legislation (which took on average 151 days).

The remaining 87% of cases handled formally, were assessed as not requiring a full investigation to reach a conclusion and outcomes. These cases should be handled more quickly and with good customer engagement. These cases took, on average, 57 days to complete. Under the previous legislation, forces could locally resolve cases. In 2019/20, local resolution cases took an average of 73 days to complete.

Of those cases completed in 2020/21, 18 resulted in a finding of a case to answer for misconduct or gross misconduct. In 19% of cases a learning or reflective activity was identified as an outcome. Only 4% of cases resulted in a referral for the Reflective Practice Review Process. Given these cases are likely to be the more serious allegations, it is envisaged these figures may increase with time as the legislative reforms are embedded and as more cases are closed. It is likely that some of these more serious allegations will not have been closed within the 12-month period of this report.

## Reviews

A complainant can request a review if they are not satisfied with how their complaint was handled. Under the previous system, there were three different appeal rights, including an appeal against a decision not to record a complaint. This appeal type no longer exists as all expressions of dissatisfaction must be documented and handled reasonably and proportionally.

Replacing several different appeal types with one overarching review has reduced the numbers of reviews by about 1,000 in comparison to appeals under the old system. The nature of the complaint determines whether the review should be handled by the local policing body or the IOPC.

In 2020/21, local policing bodies received more reviews than chief officers did under the old system and the IOPC received fewer reviews. More than 1,000 reviews to the local policing bodies were because the complainant was dissatisfied with a formal complaint investigation. If a matter is serious enough to warrant an investigation, it often follows that it has reached a level that determines the IOPC as the review body. These figures highlight that more work is needed to understand where it is a result of a misunderstanding/misapplication of the Relevant Review Body (RRB), or some other reason.

## Data considerations

This is the first year reporting on the new complaints legislation so it is worth highlighting not all complaints logged will have been finalised in the same financial year.

The flexibility in the new system means there will be different ways to handle complaints in a reasonable and proportionate manner. Some forces will choose to handle matters in a different way to other forces. Furthermore, there will be a settling in period for police force Professional Standards Departments to get familiar with the new complaints system.

Data about complaints handled outside of Schedule 3 to the *PRA 2002* by Bedfordshire Police, Cambridgeshire Constabulary, Hertfordshire Constabulary and Northumbria Police is not included in this report because of technical issues. The IOPC is working with these forces to make sure reporting of these complaint cases is possible in the future.

The British Transport Police only came under the new reforms from 4 January 2021 and

this report only presents information about the complaints handled under the new regime.

Hampshire Constabulary only started capturing information about complaints handled outside of Schedule 3 from 1 February 2021.

Allegations handled under Schedule 3 and investigated not subject to special procedures may be under-represented in this report, instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to collect this data consistently and accurately on their systems until the implementation of an upgrade from November 2020.

Allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to make sure reporting on this is possible in the future.

## Statistical notes

- In the percentage columns presented in the following tables, '-' denotes no data and '0' denotes less than 0.5%.
- Some percentages may add up to more or less than 100% due to rounding.
- Average times are presented as working days and do not include weekends or bank holidays.

- 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 finalised.



# Data tables

**Table 1: Number of complaint cases logged in 2020/21**

Police force	Number of complaint cases
Avon and Somerset	1,984
Bedfordshire	370
British Transport	158
Cambridgeshire	343
Cheshire	1,719
City of London*	570
Cleveland	1,666
Cumbria	912
Derbyshire	1,152
Devon and Cornwall	1,619
Dorset	793
Durham	993
Dyfed-Powys	739
Essex	1,778
Gloucestershire	1,097
Greater Manchester	2,161
Gwent	712
Hampshire	1,517
Hertfordshire	496
Humberside	1,406
Kent	3,593
Lancashire	1,330
Leicestershire	916
Lincolnshire	1,045
Merseyside	1,842
Metropolitan	8,375
Norfolk	580
North Wales	650
North Yorkshire	405
Northamptonshire	861
Northumbria	1,322
Nottinghamshire	1,089
South Wales	1,886
South Yorkshire	941
Staffordshire	1,322
Suffolk	401
Surrey	2,221
Sussex	3,304
Thames Valley	2,960
Warwickshire	680
West Mercia	1,495
West Midlands	4,102
West Yorkshire	3,234
Wiltshire	993
<b>Total</b>	<b>67,732</b>

\* The 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.

**Table 2: Number of complaint cases logged per 1,000 employees in 2020/21**

Police force	Number of complaint cases	Number of employees*	Complaint cases per 1,000 employees
Avon and Somerset	1,984	6,031	329
Bedfordshire	370	2,494	148
British Transport	158	4,925	32
Cambridgeshire	343	2,725	126
Cheshire	1,719	4,000	430
City of London	570	1,287	443
Cleveland	1,666	2,070	805
Cumbria	912	2,051	445
Derbyshire	1,152	3,661	315
Devon and Cornwall	1,619	6,225	260
Dorset	793	2,775	286
Durham	993	2,241	443
Dyfed-Powys	739	2,124	348
Essex	1,778	6,160	289
Gloucestershire	1,097	2,543	431
Greater Manchester	2,161	11,406	189
Gwent	712	2,225	320
Hampshire	1,517	5,152	294
Hertfordshire	496	4,274	116
Humberside	1,406	3,586	392
Kent	3,593	6,971	515
Lancashire	1,330	5,849	227
Leicestershire	916	3,952	232
Lincolnshire	1,045	1,855	563
Merseyside	1,842	6,196	297
Metropolitan	8,375	45,592	184
Norfolk	580	3,176	183
North Wales	650	2,918	223
North Yorkshire	405	3,103	131
Northamptonshire	861	2,510	343
Northumbria	1,322	5,164	256
Nottinghamshire	1,089	3,723	293
South Wales	1,886	5,830	323
South Yorkshire	941	5,081	185
Staffordshire	1,322	3,374	392
Suffolk	401	2,429	165
Surrey	2,221	3,881	572
Sussex	3,304	5,448	606
Thames Valley	2,960	8,748	338
Warwickshire	680	2,015	337
West Mercia	1,495	4,308	347
West Midlands	4,102	10,927	375
West Yorkshire	3,234	10,093	320
Wiltshire	993	2,388	416
<b>Total</b>	<b>67,732</b>	<b>233,486</b>	<b>290</b>

\* "Number of employees" is taken from the Home Office publication Police Workforce, England and Wales, 31 March 2020.

**Table 3: Time taken to log complaints and contact complainants in 2020/21**

<b>Police force</b>	<b>Average days to log complaints</b>	<b>Average number of days to contact complainants</b>
Avon and Somerset	3	4
Bedfordshire	6	3
British Transport	7	5
Cambridgeshire	4	3
Cheshire	1	1
City of London	1	5
Cleveland	1	5
Cumbria	2	5
Derbyshire	12	5
Devon and Cornwall	15	15
Dorset	3	6
Durham	11	5
Dyfed-Powys	4	6
Essex	5	3
Gloucestershire	3	3
Greater Manchester	5	4
Gwent	15	7
Hampshire	6	10
Hertfordshire	2	4
Humberside	4	2
Kent	13	6
Lancashire	1	5
Leicestershire	3	4
Lincolnshire	4	2
Merseyside	3	9
Metropolitan	7	5
Norfolk	2	8
North Wales	1	6
North Yorkshire	12	7
Northamptonshire	2	2
Northumbria	2	4
Nottinghamshire	5	3
South Wales	2	3
South Yorkshire	16	16
Staffordshire	8	10
Suffolk	2	9
Surrey	6	6
Sussex	8	6
Thames Valley	17	22
Warwickshire	2	2
West Mercia	5	4
West Midlands	4	24
West Yorkshire	5	5
Wiltshire	3	3
<b>Total</b>	<b>6</b>	<b>7</b>

**Table 4: Reasons complaint cases recorded under Schedule 3 in 2020/21**

Police force	Nature of allegation(s)		Body responsible for initial handling decides		Complainant wishes the complaint to be recorded		Dissatisfaction after initial handling		Total recorded under Schedule 3
	N	%	N	%	N	%	N	%	
Avon and Somerset	425	39	379	35	244	22	39	4	1,087
Bedfordshire	153	41	68	18	27	7	122	33	370
British Transport	12	18	49	74	0	0	5	8	66
Cambridgeshire	135	39	77	22	23	7	108	31	343
Cheshire	104	15	408	59	92	13	92	13	696
City of London	13	5	257	93	4	1	2	1	276
Cleveland	13	3	80	19	234	56	89	21	416
Cumbria	7	3	134	59	45	20	41	18	227
Derbyshire	36	6	372	65	85	15	79	14	572
Devon and Cornwall	22	3	746	87	24	3	66	8	858
Dorset	50	13	281	75	30	8	12	3	373
Durham	5	1	109	31	195	56	42	12	351
Dyfed-Powys	79	19	226	55	92	22	16	4	413
Essex	7	0	1,349	93	89	6	5	0	1,450
Gloucestershire	43	10	286	64	38	8	83	18	450
Greater Manchester	124	7	484	27	1,081	60	117	6	1,806
Gwent	22	13	4	2	122	70	26	15	174
Hampshire	67	7	45	5	733	74	144	15	989
Hertfordshire	274	55	42	8	74	15	106	21	496
Humberside	0	0	2	0	1,257	99	5	0	1,264
Kent	80	9	564	63	45	5	209	23	898
Lancashire	82	14	217	36	54	9	253	42	606
Leicestershire	151	21	544	77	5	1	10	1	710
Lincolnshire	28	4	456	59	282	37	4	1	770
Merseyside	13	4	68	22	89	29	135	44	305
Metropolitan	1,075	15	2,616	37	3,335	47	23	0	7,049
Norfolk	19	5	93	25	230	62	27	7	369
North Wales	137	48	101	35	33	12	15	5	286
North Yorkshire	2	1	162	54	93	31	43	14	300
Northamptonshire	222	41	105	19	182	33	38	7	547
Northumbria	741	56	7	1	569	43	5	0	1,322
Nottinghamshire	48	8	382	60	192	30	12	2	634
South Wales	272	20	33	2	1,027	76	18	1	1,350
South Yorkshire	32	4	423	57	193	26	95	13	743
Staffordshire	31	7	336	78	3	1	63	15	433
Suffolk	17	7	88	34	136	53	18	7	259
Surrey	58	10	63	11	250	43	204	35	575
Sussex	19	1	1,320	97	12	1	14	1	1,365
Thames Valley	21	1	1,532	75	421	21	56	3	2,030
Warwickshire	29	17	32	18	81	46	33	19	175
West Mercia	9	2	152	29	288	55	78	15	527
West Midlands	51	16	52	16	102	32	115	36	320
West Yorkshire	988	62	148	9	290	18	161	10	1,587
Wiltshire	95	18	333	63	39	7	61	12	528
<b>Total</b>	<b>5,811</b>	<b>16</b>	<b>15,225</b>	<b>42</b>	<b>12,440</b>	<b>34</b>	<b>2,889</b>	<b>8</b>	<b>36,365</b>

**Table 5: Number of allegations logged in 2020/21**

<b>Police force</b>	<b>Number of allegations</b>
Avon and Somerset	3,309
Bedfordshire	860
British Transport	189
Cambridgeshire	811
Cheshire	2,331
City of London*	647
Cleveland	2,175
Cumbria	1,306
Derbyshire	1,848
Devon and Cornwall	3,531
Dorset	980
Durham	1,191
Dyfed-Powys	1,022
Essex	4,133
Gloucestershire	1,934
Greater Manchester	3,581
Gwent	1,316
Hampshire	2,553
Hertfordshire	1,720
Humberside	2,097
Kent	4,497
Lancashire	2,325
Leicestershire	1,865
Lincolnshire	1,374
Merseyside	2,506
Metropolitan	17,135
Norfolk	1,229
North Wales	1,121
North Yorkshire	707
Northamptonshire	1,302
Northumbria	2,655
Nottinghamshire	2,353
South Wales	2,585
South Yorkshire	1,640
Staffordshire	1,968
Suffolk	829
Surrey	3,670
Sussex	4,393
Thames Valley	4,181
Warwickshire	788
West Mercia	1,617
West Midlands	4,407
West Yorkshire	4,909
Wiltshire	1,561
<b>Total</b>	<b>109,151</b>

\* The 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.

**Table 6: Number of allegations logged - what has been complained about in 2020/21**

Police force	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
Avon and Somerset	1,592	618	84	79	49	181	91	568	9	31	7	3,309
Bedfordshire	280	261	31	22	4	70	17	165	0	7	3	860
British Transport	25	31	5	1	1	10	0	73	3	1	39	189
Cambridgeshire	281	259	24	34	2	35	18	148	2	5	3	811
Cheshire	1,243	378	84	68	27	48	56	417	1	5	4	2,331
City of London	485	57	11	1	3	11	3	37	2	4	33	647
Cleveland	966	466	117	89	22	24	6	440	0	4	41	2,175
Cumbria	566	318	42	22	22	25	6	199	1	5	100	1,306
Derbyshire	925	420	85	42	13	25	21	303	2	6	6	1,848
Devon and Cornwall	1,943	435	103	67	30	77	33	805	2	14	22	3,531
Dorset	377	207	32	36	16	31	4	261	1	4	11	980
Durham	677	191	28	31	17	13	19	181	0	3	31	1,191
Dyfed-Powys	541	178	34	40	11	25	17	161	0	12	3	1,022
Essex	1,951	784	140	118	30	145	91	830	9	20	15	4,133
Gloucestershire	837	414	72	39	27	56	25	443	2	4	15	1,934
Greater Manchester	1,516	780	116	94	20	191	41	721	20	64	18	3,581
Gwent	703	245	27	29	7	23	9	242	1	5	25	1,316
Hampshire	1,318	521	73	53	14	74	32	359	16	14	79	2,553
Hertfordshire	539	472	44	65	5	134	62	368	4	25	2	1,720
Humberside	955	467	70	77	32	51	55	344	1	2	43	2,097
Kent	2,594	741	113	114	34	166	36	427	2	19	251	4,497
Lancashire	1,164	479	64	53	27	47	28	421	6	7	29	2,325
Leicestershire	780	294	66	58	28	75	67	486	5	1	5	1,865
Lincolnshire	654	282	33	60	25	13	38	253	0	9	7	1,374
Merseyside	1,116	590	126	66	43	44	29	436	2	12	42	2,506
Metropolitan	7,860	4,894	471	323	126	692	99	2,081	31	92	466	17,135
Norfolk	507	262	47	51	4	35	45	271	1	5	1	1,229
North Wales	497	235	21	51	13	23	60	178	3	13	27	1,121
North Yorkshire	288	187	15	21	3	16	7	164	0	2	4	707
Northamptonshire	679	244	33	47	13	48	3	219	1	3	12	1,302
Northumbria	781	847	107	144	40	98	88	484	16	21	29	2,655
Nottinghamshire	1,653	370	40	46	15	46	21	94	2	20	46	2,353
South Wales	1,115	499	128	74	19	76	50	588	9	15	12	2,585
South Yorkshire	854	401	38	54	5	47	9	224	2	5	1	1,640
Staffordshire	912	436	59	51	29	33	28	394	2	16	8	1,968
Suffolk	328	173	29	33	4	28	14	210	1	8	1	829
Surrey	1,662	643	169	75	59	67	25	947	3	8	12	3,670
Sussex	2,335	876	90	58	58	84	23	743	6	27	93	4,393
Thames Valley	2,004	814	223	117	44	187	28	607	3	31	123	4,181
Warwickshire	492	90	16	21	13	14	2	118	0	3	19	788
West Mercia	976	263	33	33	18	53	11	195	1	13	21	1,617
West Midlands	2,199	848	184	103	54	233	53	615	10	34	74	4,407
West Yorkshire	2,530	977	153	135	58	341	102	563	16	30	4	4,909
Wiltshire	600	421	73	50	20	49	18	290	1	19	20	1,561
<b>Total</b>	<b>52,300</b>	<b>23,368</b>	<b>3,553</b>	<b>2,845</b>	<b>1,104</b>	<b>3,764</b>	<b>1,490</b>	<b>18,073</b>	<b>199</b>	<b>648</b>	<b>1,807</b>	<b>109,151</b>

**Table 7: Number of allegations logged - what has been complained about and subcategories in 2020/21**

Allegation category	Allegation subcategory	N	% of total allegations logged
Delivery of duties and service	Police action following contact	23,155	21
	Decisions	7,524	7
	General level of service	16,612	15
	Information	5,006	5
	No subcategory recorded	3	0
Police powers, policies and procedures	Stops, and stop and search	2,275	2
	Searches of premises and seizure of property	3,168	3
	Power to arrest and detain	3,407	3
	Detention in police custody	3,176	3
	Bail, identification and interview procedures	702	1
	Use of force	6,752	6
	Evidential procedures	1,212	1
	Out of court disposals	311	0
	Other policies and procedures	2,362	2
	No subcategory recorded	3	0
Handling of or damage to property/ premises	Handling of or damage to property/ premises	3,541	3
	Delivery of duties and service	1	0
	No subcategory recorded	11	0
Access and/or disclosure of information	Use of police systems	233	0
	Disclosure of information	1,898	2
	Handling of information	601	1
	Accessing and handling of information from other sources	113	0
Use of police vehicles	Use of police vehicles	1,099	1
	No subcategory recorded	5	0
Discriminatory behaviour	Age	58	0
	Disability	487	0
	Gender reassignment	35	0
	Marriage and civil partnership	4	0
	Pregnancy and maternity	5	0
	Race	2,375	2
	Religion or belief	91	0
	Sex	340	0
	Sexual orientation	92	0
Other	277	0	
Abuse of position/ corruption	Abuse of position for financial purpose	53	0
	Abuse of position for sexual purpose	52	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	35	0
	Abuse of position for other purpose	494	0
	Obstruction of justice	666	1
	Organisational corruption	190	0
Individual behaviours	Unprofessional attitude and disrespect	4,687	4
	Lack of fairness and impartiality	2,954	3
	Overbearing or harassing behaviours	3,419	3
	Impolite language / tone	4,645	4
	Impolite and intolerant actions	2,367	2
	Other neglect or failure in duty	1	0
Sexual conduct	Sexual assault	128	0
	Sexual harassment	23	0
	Other sexual conduct	48	0
Discreditable conduct	Discreditable conduct	645	1
	No subcategory recorded	3	0
Other	Other	1,804	2
	No subcategory recorded	3	0
<b>Total</b>		<b>109,151</b>	<b>100</b>

**Table 8: Gender of complainants in 2020/21**

<b>Gender</b>	<b>N</b>	<b>%</b>
Female	25,304	40
Male	34,268	55
Other	106	0
Prefer not to say	463	1
Unknown	2,465	4
<b>Total</b>	<b>62,606</b>	<b>100</b>

**Table 9: Ethnicity of complainants in 2020/21**

<b>Ethnicity</b>	<b>N</b>	<b>%</b>
White	29,422	47
Black	2,498	4
Asian	3,107	5
Other	1,689	3
Prefer not to say	2,019	3
Not stated	22,869	37
Unknown	1,002	2
<b>Total</b>	<b>62,606</b>	<b>100</b>

**Table 10: Age of complainants in 2020/21**

<b>Age group</b>	<b>N</b>	<b>%</b>
17 or under	918	1
18-29	9,943	16
30-39	12,614	20
40-49	11,311	18
50-59	9,537	15
60+	5,784	9
Unknown	12,499	20
<b>Total</b>	<b>62,606</b>	<b>100</b>

Tables 8 to 10: Complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.



**Table 11: Gender of those subject to a complaint in 2020/21**

<b>Gender</b>	<b>N</b>	<b>%</b>
Female	12,389	32
Male	26,108	67
Other	0	0
Prefer not to say	2	0
Unknown	474	1
<b>Total</b>	<b>38,982</b>	<b>100</b>

**Table 12: Ethnicity of those subject to a complaint in 2020/21**

<b>Ethnicity</b>	<b>N</b>	<b>%</b>
White	31,768	81
Black	495	1
Asian	1,149	3
Other	736	2
Prefer not to say	37	0
Not stated	1,688	4
Unknown	3,109	8
<b>Total</b>	<b>38,982</b>	<b>100</b>

Tables 11 and 12: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

**Table 13: Means by which allegations were finalised in 2020/21**

Police force	Outside of Schedule 3		Under Schedule 3 - not investigated		Under Schedule 3 - investigated		Total
	N	%	N	%	N	%	
Avon and Somerset	1,060	37	1,711	59	114	4	2,885
Bedfordshire	n/a	n/a	465	72	182	28	647
British Transport	73	71	15	15	15	15	103
Cambridgeshire	n/a	n/a	447	74	160	26	607
Cheshire	998	48	1,038	50	22	1	2,058
City of London	287	44	345	53	25	4	657
Cleveland	1,326	69	603	31	0	0	1,929
Cumbria	784	67	366	31	19	2	1,169
Derbyshire	640	41	794	51	109	7	1,543
Devon and Cornwall	996	40	1,426	57	83	3	2,505
Dorset	368	47	393	50	26	3	787
Durham	639	60	327	31	91	9	1,057
Dyfed-Powys	283	32	610	68	4	0	897
Essex	319	12	2,052	80	204	8	2,575
Gloucestershire	748	46	860	53	9	1	1,617
Greater Manchester	409	17	1,930	80	82	3	2,421
Gwent	754	69	226	21	111	10	1,091
Hampshire	413	27	1,123	73	0	0	1,536
Hertfordshire	n/a	n/a	876	69	399	31	1,275
Humberside	156	8	1,720	88	82	4	1,958
Kent	2,418	64	1,160	31	215	6	3,793
Lancashire	912	44	1,093	53	51	2	2,056
Leicestershire	264	16	1,346	80	66	4	1,676
Lincolnshire	278	22	914	73	54	4	1,246
Merseyside	1,495	69	603	28	59	3	2,157
Metropolitan	1,529	15	6,688	64	2,183	21	10,400
Norfolk	308	35	543	61	40	4	891
North Wales	368	37	540	54	83	8	991
North Yorkshire	119	21	427	74	29	5	575
Northamptonshire	290	26	807	73	8	1	1,105
Northumbria	n/a	n/a	993	51	944	49	1,937
Nottinghamshire	595	32	1,098	59	158	9	1,851
South Wales	571	31	1,230	67	39	2	1,840
South Yorkshire	284	23	864	71	66	5	1,214
Staffordshire	1,046	59	702	40	14	1	1,762
Suffolk	213	35	373	60	31	5	617
Surrey	1,736	56	1,139	37	198	6	3,073
Sussex	1,789	47	1,867	49	132	3	3,788
Thames Valley	889	29	2,171	70	50	2	3,110
Warwickshire	379	76	61	12	60	12	500
West Mercia	611	58	234	22	209	20	1,054
West Midlands	3,459	90	380	10	20	1	3,859
West Yorkshire	1,634	43	2,039	54	87	2	3,760
Wiltshire	572	49	606	51	0	0	1,178
<b>Total</b>	<b>32,012</b>	<b>38</b>	<b>45,205</b>	<b>54</b>	<b>6,533</b>	<b>8</b>	<b>83,750</b>

**Table 14: Time taken to finalise allegations in 2020/21**

<b>Police force</b>	<b>Average number of days to finalise allegations outside of Schedule 3</b>	<b>Average number of days to finalise allegations - not investigated under Schedule 3</b>	<b>Average number of days to finalise allegations - by local investigation under Schedule 3</b>
Avon and Somerset	10	42	99
Bedfordshire	n/a	65	147
British Transport	6	17	20
Cambridgeshire	n/a	56	137
Cheshire	10	36	73
City of London	7	34	164
Cleveland	17	60	-
Cumbria	9	51	54
Derbyshire	5	57	82
Devon and Cornwall	28	62	88
Dorset	20	41	103
Durham	8	66	137
Dyfed-Powys	24	61	103
Essex	20	44	70
Gloucestershire	14	41	33
Greater Manchester	11	62	183
Gwent	24	91	133
Hampshire	7	70	-
Hertfordshire	n/a	65	126
Humberside	6	27	88
Kent	19	65	95
Lancashire	12	60	110
Leicestershire	16	41	106
Lincolnshire	4	47	109
Merseyside	24	70	131
Metropolitan	49	76	114
Norfolk	31	56	81
North Wales	10	40	80
North Yorkshire	19	74	104
Northamptonshire	10	70	117
Northumbria	n/a	57	84
Nottinghamshire	12	41	65
South Wales	2	50	110
South Yorkshire	32	52	95
Staffordshire	19	58	42
Suffolk	30	55	103
Surrey	21	68	85
Sussex	18	37	119
Thames Valley	13	69	69
Warwickshire	21	58	80
West Mercia	31	46	130
West Midlands	36	82	158
West Yorkshire	5	42	54
Wiltshire	33	66	-
<b>Total</b>	<b>20</b>	<b>57</b>	<b>106</b>

Only allegations with valid dates are used in the calculation for the average number of days to finalise allegations.

**Table 15: Allegations finalised by investigation under Schedule 3 in 2020/21**

Police force	Investigated (not subject to special procedures)		Investigated (subject to special procedures)	
	N	%	N	%
Avon and Somerset	91	5	23	1
Bedfordshire	178	28	4	1
British Transport	15	50	0	0
Cambridgeshire	157	26	3	0
Cheshire	14	1	8	1
City of London	25	7	0	0
Cleveland	0	0	0	0
Cumbria	16	4	3	1
Derbyshire	105	12	4	0
Devon and Cornwall	73	5	10	1
Dorset	26	6	0	0
Durham	75	18	16	4
Dyfed-Powys	0	0	4	1
Essex	201	9	3	0
Gloucestershire	5	1	4	0
Greater Manchester	75	4	7	0
Gwent	107	32	4	1
Hampshire	0	0	0	0
Hertfordshire	380	30	19	2
Humberside	78	4	4	0
Kent	204	15	11	1
Lancashire	31	3	20	2
Leicestershire	47	3	19	1
Lincolnshire	41	4	13	1
Merseyside	52	8	7	1
Metropolitan	1,839	21	344	4
Norfolk	31	5	9	2
North Wales	80	13	3	0
North Yorkshire	20	4	9	2
Northamptonshire	0	0	8	1
Northumbria	916	47	28	1
Nottinghamshire	143	11	15	1
South Wales	37	3	2	0
South Yorkshire	44	5	22	2
Staffordshire	11	2	3	0
Suffolk	30	7	1	0
Surrey	187	14	11	1
Sussex	115	6	17	1
Thames Valley	39	2	11	0
Warwickshire	58	48	2	2
West Mercia	204	46	5	1
West Midlands	15	4	5	1
West Yorkshire	80	4	7	0
Wiltshire	0	0	0	0
<b>Total</b>	<b>5,845</b>	<b>11</b>	<b>688</b>	<b>1</b>

**Table 16: Nature of allegations finalised outside of Schedule 3 in 2020/21**

Allegation category	Allegation subcategory	Number finalised	
		N	% of total allegations finalised
Delivery of duties and service	Police action following contact	8,570	27
	Decisions	2,642	8
	General level of service	6,555	20
	Information	1,708	5
	No subcategory recorded	2	0
Police powers, policies and procedures	Stops, and stop and search	541	2
	Searches of premises and seizure of property	906	3
	Power to arrest and detain	382	1
	Detention in police custody	285	1
	Bail, identification and interview procedures	80	0
	Use of force	428	1
	Evidential procedures	212	1
	Out of court disposals	110	0
	Other policies and procedures	747	2
	No subcategory recorded	1	0
Handling of or damage to property/premises	Handling of or damage to property/premises	1,391	4
	No subcategory recorded	4	0
Access and/or disclosure of information	Use of police systems	40	0
	Disclosure of information	342	1
	Handling of information	142	0
	Accessing and handling of information from other sources	16	0
Use of police vehicles	Use of police vehicles	557	2
	No subcategory recorded	0	0
Discriminatory behaviour	Age	14	0
	Disability	47	0
	Gender reassignment	2	0
	Marriage and civil partnership	1	0
	Race	214	1
	Religion or belief	11	0
	Sex	30	0
	Sexual orientation	9	0
Abuse of position/corruption	Other	45	0
	Abuse of position for financial purpose	3	0
	Abuse of position for sexual purpose	3	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	1	0
	Abuse of position for other purpose	30	0
	Obstruction of justice	20	0
	Organisational corruption	11	0
Individual behaviours	Unprofessional attitude and disrespect	1,225	4
	Lack of fairness and impartiality	605	2
	Overbearing or harassing behaviours	660	2
	Impolite language/tone	1,777	6
	Impolite and intolerant actions	667	2
Sexual conduct	Sexual assault	6	0
	Sexual harassment	1	0
Discreditable conduct	Discreditable conduct	100	0
	No subcategory recorded	1	0
Other	Other	867	3
	No subcategory recorded	1	0
<b>Total allegations</b>		<b>32,012</b>	<b>100</b>

**Table 17: Nature of allegations finalised under Schedule 3 by how they were handled in 2020/21**

Allegation category	Allegation subcategory	Not investigated		Total investigated		Total number of allegations finalised under Schedule 3
		N	% of total number finalised under Schedule 3	N	% of total number finalised under Schedule 3	
Delivery of duties and service	Police action following contact	9,070	92	747	8	9,817
	Decisions	3,117	92	289	8	3,406
	General level of service	6,184	89	733	11	6,917
	Information	2,099	93	150	7	2,249
	No subcategory recorded	1	100	0	0	1
Police powers, policies and procedures	Stops, and stop and search	848	76	272	24	1,120
	Searches of premises and seizure of property	1,322	87	201	13	1,523
	Power to arrest and detain	1,539	82	339	18	1,878
	Detention in police custody	1,518	83	309	17	1,827
	Bail, identification and interview procedures	349	88	46	12	395
	Use of force	2,958	77	885	23	3,843
	Evidential procedures	540	80	138	20	678
	Out of court disposals	130	91	13	9	143
	Other policies and procedures	992	87	146	13	1,138
	No subcategory recorded	1	100	0	0	1
Handling of or damage to property/premises	Handling of or damage to property/ premises	1,233	86	198	14	1,431
	Delivery of duties and service	1	100	0	0	1
	No subcategory recorded	6	100	0	0	6
Access and/or disclosure of information	Use of police systems	99	77	29	23	128
	Disclosure of information	917	85	165	15	1,082
	Handling of information	281	86	47	14	328
	Accessing and handling of information from other sources	48	84	9	16	57
Use of police vehicles	Use of police vehicles	352	89	43	11	395
	No subcategory recorded	4	100	0	0	4
Discriminatory behaviour	Age	38	90	4	10	42
	Disability	231	82	51	18	282
	Gender reassignment	19	90	2	10	21
	Marriage and civil partnership	0	0	1	100	1
	Pregnancy and maternity	1	50	1	50	2
	Race	1,088	80	272	20	1,360
	Religion or belief	39	76	12	24	51
	Sex	181	88	25	12	206
	Sexual orientation	44	76	14	24	58
Other	127	84	25	16	152	
Abuse of position/corruption	Abuse of position for financial purpose	19	66	10	34	29
	Abuse of position for sexual purpose	14	64	8	36	22
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	9	60	6	40	15
	Abuse of position for other purpose	272	79	71	21	343
	Obstruction of justice	347	89	45	11	392
	Organisational corruption	123	88	17	12	140
Individual behaviours	Unprofessional attitude and disrespect	2,112	88	289	12	2,401
	Lack of fairness and impartiality	1,464	90	170	10	1,634
	Overbearing or harassing behaviours	1,670	89	209	11	1,879
	Impolite language / tone	1,963	90	217	10	2,180
	Impolite and intolerant actions	1,001	90	114	10	1,115
	Other neglect or failure in duty	0	0	1	100	1
Sexual conduct	Sexual assault	56	76	18	24	74
	Sexual harassment	9	82	2	18	11
	Other sexual conduct	13	54	11	46	24
Discreditable conduct	Discreditable conduct	249	76	78	24	327
	No subcategory recorded	2	100	0	0	2
Other	Other	504	83	101	17	605
	No subcategory recorded	1	100	0	0	1
<b>Total allegations</b>		<b>45,205</b>	<b>87</b>	<b>6,533</b>	<b>13</b>	<b>51,738</b>

**Table 18: Decisions on allegations by how they were handled in 2020/21**

Allegation decision	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)	
	N	%	N	%	N	%	N	%
Not resolved	1,955	6						
Resolved	30,048	94						
Service provided - acceptable	8	0	29,644	66	4,279	73	99	14
Service provided - not acceptable			5,153	11	561	10	10	1
Service provided - unable to determine			1,906	4	147	3	4	1
No further action			6,252	14	572	10	10	1
Withdrawal			2,191	5	259	4	24	3
Regulation 41 applies			55	0	27	0	2	0
No case to answer							403	59
Case to answer							136	20
<b>Total</b>	<b>32,011</b>		<b>45,201</b>		<b>5,845</b>		<b>688</b>	

The number of allegations presented in this table may not match the totals in Table 13. This is due to a small number of finalised allegations which had recorded decisions incompatible with the way they were handled. These have been excluded from the totals.

**Table 19: Number of complaint cases finalised in 2020/21**

Police force	Outside of	Under	Total number of
	Schedule 3	Schedule 3	complaint cases
	N	N	N
Avon And Somerset	906	803	1,709
Bedfordshire	n/a	260	260
British Transport	73	17	90
Cambridgeshire	n/a	241	241
Cheshire	978	582	1,560
City of London	276	281	557
Cleveland	1,247	345	1,592
Cumbria	651	186	837
Derbyshire	572	444	1,016
Devon And Cornwall	589	206	795
Dorset	340	274	614
Durham	643	234	877
Dyfed-Powys	274	352	626
Essex	262	886	1,148
Gloucestershire	626	305	931
Greater Manchester	362	1,212	1,574
Gwent	545	94	639
Hampshire	390	549	939
Hertfordshire	n/a	350	350
Humberside	140	1,111	1,251
Kent	2,376	665	3,041
Lancashire	709	427	1,136
Leicestershire	199	582	781
Lincolnshire	278	545	823
Merseyside	1,423	261	1,684
Metropolitan	1,238	3,419	4,657
Norfolk	198	227	425
North Wales	366	239	605
North Yorkshire	102	139	241
Northamptonshire	281	400	681
Northumbria	n/a	920	920
Nottinghamshire	384	501	885
South Wales	515	880	1,395
South Yorkshire	224	531	755
Staffordshire	877	294	1,171
Suffolk	129	176	305
Surrey	1,540	400	1,940
Sussex	1,762	929	2,691
Thames Valley	865	1,327	2,192
Warwickshire	349	104	453
West Mercia	582	339	921
West Midlands	2,970	209	3,179
West Yorkshire	1,558	672	2,230
Wiltshire	403	325	728
<b>Total</b>	<b>28,202</b>	<b>23,243</b>	<b>51,445</b>



**Table 20: Time taken to finalise complaint cases in 2020/21**

Police force	Number of valid complaint cases finalised outside of Schedule 3*	Average number of days to finalise outside of Schedule 3	Number of valid complaint cases finalised under Schedule 3*	Average number of days to finalise under Schedule 3 (inc suspension)	Average number of days to finalise under Schedule 3 (exc suspension)
Avon and Somerset	906	10	803	63	62
Bedfordshire	n/a	n/a	260	88	88
British Transport	73	12	17	14	14
Cambridgeshire	n/a	n/a	241	84	82
Cheshire	977	11	582	37	36
City of London	276	8	281	41	40
Cleveland	1247	32	345	95	88
Cumbria	651	9	186	53	51
Derbyshire	572	21	444	85	85
Devon and Cornwall	589	32	206	94	90
Dorset	340	26	274	64	60
Durham	643	10	234	70	69
Dyfed-Powys	274	27	352	89	87
Essex	262	19	886	63	62
Gloucestershire	626	11	305	64	62
Greater Manchester	362	12	1212	65	64
Gwent	545	24	94	119	118
Hampshire	390	6	549	68	68
Hertfordshire	n/a	n/a	350	96	95
Humberside	140	8	1111	51	49
Kent	2376	29	665	87	87
Lancashire	709	13	427	74	73
Leicestershire	199	17	582	65	63
Lincolnshire	278	5	545	76	76
Merseyside	1423	25	261	83	81
Metropolitan	1230	54	3411	91	90
Norfolk	198	38	227	81	74
North Wales	366	12	239	51	50
North Yorkshire	102	22	139	111	111
Northamptonshire	281	12	400	83	83
Northumbria	n/a	n/a	919	81	80
Nottinghamshire	384	12	501	50	48
South Wales	515	4	880	59	58
South Yorkshire	224	37	531	72	71
Staffordshire	877	23	294	70	69
Suffolk	129	38	176	84	79
Surrey	1540	23	400	66	66
Sussex	1762	17	929	66	64
Thames Valley	865	14	1327	73	72
Warwickshire	349	28	104	69	68
West Mercia	582	33	339	97	96
West Midlands	2970	58	209	106	105
West Yorkshire	1558	5	672	74	72
Wiltshire	403	34	325	67	67
<b>Total</b>	<b>28,193</b>	<b>25</b>	<b>23,234</b>	<b>73</b>	<b>72</b>

\*The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for the average number of days to finalise complaint cases. Therefore they may not match the actual number of finalised complaint cases presented in Table 19.

**Table 21: Actions on complaint cases handled outside of Schedule 3 in 2020/21**

Action	Number	As a % of complaint cases finalised
Organisational learning	235	1
Individual learning	722	3
Learning from reflection	205	1
Policy/procedure review	54	0
Goodwill gesture	144	1
Apology	2,000	7
Debrief of original incident	470	2
Explanation provided	11,617	41
No further action	8,793	31

Actions are captured at allegation level and multiple actions can be selected on a single allegation. The figures in the table are based on complaint cases finalised in the year with at least one allegation that resulted in the corresponding action.

Not all of the available actions arising from the complaint handling are shown. The actions presented in the table are those that focus on putting the issue right and preventing it from happening again.

**Table 22: Actions on complaint cases handled under Schedule 3 in 2020/21**

Action	Number	As a % of complaint cases finalised
Organisational learning	456	2
Individual learning	1,218	5
Learning from reflection	516	2
Policy/procedure review	48	0
Goodwill gesture	21	0
Apology	890	4
Debrief of original incident	183	1
Explanation provided	5,602	24
Referral to RPRP	815	4
Unsatisfactory Performance Procedure (UPP)	6	0
Misconduct proceedings	18	0
Other actions following a case to answer decision	7	0
Criminal proceedings	0	-
Other action	341	1
No further action	13,279	57

Actions are captured at allegation level and multiple actions can be selected on a single allegation. The figures in the table are based on complaint cases finalised in the year with at least one allegation that resulted in the corresponding action.

Not all of the available actions arising from the complaint handling are shown. The actions presented in the table are those that focus on putting the issue right and preventing it from happening again.

**Table 23: Applications for a review received by local policing bodies in 2020/21**

Police force	LPB reviews – not investigated		LPB reviews - investigation		Total LPB reviews received
	N	%	N	%	N
Avon and Somerset	86	51	84	49	170
Bedfordshire	32	100	0	0	32
British Transport	0	-	0	-	0
Cambridgeshire	30	91	3	9	33
Cheshire	69	99	1	1	70
City of London	30	86	5	14	35
Cleveland	67	94	4	6	71
Cumbria	40	98	1	2	41
Derbyshire	53	91	5	9	58
Devon and Cornwall	124	89	16	11	140
Dorset	86	96	4	4	90
Durham	31	100	0	0	31
Dyfed-Powys	59	92	5	8	64
Essex	111	98	2	2	113
Gloucestershire	54	100	0	0	54
Greater Manchester	226	100	1	0	227
Gwent	16	52	15	48	31
Hampshire	147	100	0	0	147
Hertfordshire	39	95	2	5	41
Humberside	92	95	5	5	97
Kent	119	94	7	6	126
Lancashire	123	100	0	0	123
Leicestershire	94	100	0	0	94
Lincolnshire	54	100	0	0	54
Merseyside	36	82	8	18	44
Metropolitan	105	16	546	84	651
Norfolk	49	98	1	2	50
North Wales	38	88	5	12	43
North Yorkshire	3	7	43	93	46
Northamptonshire	64	93	5	7	69
Northumbria	57	44	73	56	130
Nottinghamshire	47	82	10	18	57
South Wales	123	95	7	5	130
South Yorkshire	112	99	1	1	113
Staffordshire	65	93	5	7	70
Suffolk	24	96	1	4	25
Surrey	119	98	3	2	122
Sussex	195	98	3	2	198
Thames Valley	169	54	142	46	311
Warwickshire	15	47	17	53	32
West Mercia	23	24	74	76	97
West Midlands	24	69	11	31	35
West Yorkshire	143	95	7	5	150
Wiltshire	31	100	0	0	31
<b>Total</b>	<b>3,224</b>	<b>74</b>	<b>1,122</b>	<b>26</b>	<b>4,346</b>

**Table 24: Outcome of reviews completed by LPBs in 2020/21**

Police force	LPB reviews – not investigated			LPB reviews - investigation		
	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate
	N	N	%	N	N	%
Avon and Somerset	80	13	16	80	23	29
Bedfordshire	29	2	7	0	0	-
British Transport	0	0	-	0	0	-
Cambridgeshire	26	0	0	3	0	0
Cheshire	35	1	3	1	0	0
City of London	25	10	40	4	1	25
Cleveland	41	6	15	4	2	50
Cumbria	38	5	13	0	0	-
Derbyshire	27	7	26	3	1	33
Devon and Cornwall	61	21	34	6	1	17
Dorset	49	8	16	1	0	0
Durham	25	0	0	0	0	-
Dyfed-Powys	45	13	29	3	0	0
Essex	18	0	0	1	0	0
Gloucestershire	48	10	21	0	0	-
Greater Manchester	99	25	25	0	0	-
Gwent	11	3	27	9	0	0
Hampshire	102	10	10	0	0	-
Hertfordshire	33	3	9	1	0	0
Humberside	91	24	26	5	1	20
Kent	74	5	7	7	2	29
Lancashire	56	4	7	0	0	-
Leicestershire	39	2	5	0	0	-
Lincolnshire	25	3	12	0	0	-
Merseyside	32	10	31	8	3	38
Metropolitan	58	10	17	117	32	27
Norfolk	37	6	16	1	0	0
North Wales	32	5	16	2	1	50
North Yorkshire	1	0	0	12	0	0
Northamptonshire	57	6	11	5	0	0
Northumbria	46	4	9	65	15	23
Nottinghamshire	39	9	23	9	0	0
South Wales	85	12	14	5	1	20
South Yorkshire	49	2	4	1	0	0
Staffordshire	39	2	5	2	0	0
Suffolk	20	0	0	1	0	0
Surrey	100	6	6	0	0	-
Sussex	154	17	11	3	0	0
Thames Valley	67	4	6	105	4	4
Warwickshire	12	2	17	13	5	38
West Mercia	19	4	21	68	9	13
West Midlands	21	3	14	7	3	43
West Yorkshire	139	22	16	5	1	20
Wiltshire	21	10	48	0	0	-
<b>Total</b>	<b>2105</b>	<b>309</b>	<b>15</b>	<b>557</b>	<b>105</b>	<b>19</b>

Some reviews may be deemed 'invalid' and these have been excluded from the number of "valid completed" and the calculation for "% outcome not reasonable and proportionate".

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.

**Table 25: Applications for a review received by the IOPC in 2020/21**

Police force	IOPC reviews – not investigated		IOPC reviews - investigation		Total
	N	%	N	%	N
Avon and Somerset	3	20	12	80	15
Bedfordshire	2	7	27	93	29
British Transport	0	-	0	-	0
Cambridgeshire	3	25	9	75	12
Cheshire	8	57	6	43	14
City of London	0	0	2	100	2
Cleveland	1	50	1	50	2
Cumbria	0	-	0	-	0
Derbyshire	1	14	6	86	7
Devon and Cornwall	2	100	0	0	2
Dorset	2	67	1	33	3
Durham	5	22	18	78	23
Dyfed-Powys	20	100	0	0	20
Essex	2	6	29	94	31
Gloucestershire	5	100	0	0	5
Greater Manchester	15	58	11	42	26
Gwent	0	0	1	100	1
Hampshire	27	84	5	16	32
Hertfordshire	4	14	24	86	28
Humberside	16	50	16	50	32
Kent	11	41	16	59	27
Lancashire	16	64	9	36	25
Leicestershire	16	80	4	20	20
Lincolnshire	13	76	4	24	17
Merseyside	2	25	6	75	8
Metropolitan	90	45	108	55	198
Norfolk	17	71	7	29	24
North Wales	21	84	4	16	25
North Yorkshire	0	0	2	100	2
Northamptonshire	5	56	4	44	9
Northumbria	28	38	46	62	74
Nottinghamshire	8	36	14	64	22
South Wales	21	75	7	25	28
South Yorkshire	17	68	8	32	25
Staffordshire	13	93	1	7	14
Suffolk	9	64	5	36	14
Surrey	9	41	13	59	22
Sussex	0	0	4	100	4
Thames Valley	0	0	2	100	2
Warwickshire	0	-	0	-	0
West Mercia	1	50	1	50	2
West Midlands	2	100	0	0	2
West Yorkshire	69	62	42	38	111
Wiltshire	7	70	3	30	10
<b>Total</b>	<b>491</b>	<b>51</b>	<b>478</b>	<b>49</b>	<b>969</b>

**Table 26: Outcome of reviews completed by the IOPC in 2020/21**

Police force	IOPC reviews – not investigated			IOPC reviews - investigation			
	Valid completed	Outcome not reasonable and proportionate		Valid completed	Outcome not reasonable and proportionate		Outcome not reasonable and proportionate
		N	N		%	N	
Avon and Somerset	3	1	33	6	0	0	0
Bedfordshire	1	0	0	15	4	27	27
British Transport	0	0	-	0	0	-	-
Cambridgeshire	1	1	100	4	2	50	50
Cheshire	4	0	0	2	1	50	50
City of London	0	0	-	2	1	50	50
Cleveland	1	0	0	1	1	100	100
Cumbria	0	0	-	0	0	-	-
Derbyshire	1	1	100	3	1	33	33
Devon and Cornwall	2	0	0	0	0	-	-
Dorset	1	0	0	1	0	0	0
Durham	4	2	50	13	5	38	38
Dyfed-Powys	14	0	0	0	0	-	-
Essex	2	1	50	18	5	28	28
Gloucestershire	5	3	60	0	0	-	-
Greater Manchester	11	4	36	2	2	100	100
Gwent	0	0	-	0	0	-	-
Hampshire	7	4	57	2	0	0	0
Hertfordshire	5	0	0	15	6	40	40
Humberside	10	2	20	11	4	36	36
Kent	7	2	29	8	2	25	25
Lancashire	11	5	45	5	2	40	40
Leicestershire	12	3	25	2	0	0	0
Lincolnshire	13	1	8	4	0	0	0
Merseyside	1	1	100	5	2	40	40
Metropolitan	65	22	34	53	17	32	32
Norfolk	12	5	42	5	0	0	0
North Wales	15	5	33	2	2	100	100
North Yorkshire	0	0	-	1	0	0	0
Northamptonshire	2	2	100	2	1	50	50
Northumbria	20	6	30	29	5	17	17
Nottinghamshire	9	5	56	9	2	22	22
South Wales	14	2	14	7	1	14	14
South Yorkshire	16	1	6	3	1	33	33
Staffordshire	8	3	38	1	1	100	100
Suffolk	7	1	14	2	0	0	0
Surrey	6	2	33	7	1	14	14
Sussex	0	0	-	0	0	-	-
Thames Valley	0	0	-	1	1	100	100
Warwickshire	0	0	-	0	0	-	-
West Mercia	1	0	0	0	0	-	-
West Midlands	2	0	0	0	0	-	-
West Yorkshire	54	24	44	28	16	57	57
Wiltshire	5	2	40	2	2	100	100
<b>Total</b>	<b>352</b>	<b>111</b>	<b>32</b>	<b>271</b>	<b>88</b>	<b>32</b>	<b>32</b>

Some reviews may be deemed 'invalid' and these have been excluded from the number of "valid completed" and the calculation for "% outcome not reasonable and proportionate".

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.

# Glossary

## **Allegation**

This describes what is being complained about. An allegation is made by someone defined as a complainant under the [Police Reform Act 2002](#) (see 'complainant'). An allegation may be made by one or more complainants about the service they received from a police force. It may, for example, be about force-wide crime initiatives, the organisation of policing resources or general policing standards. However, it can also be about the conduct of any person serving with the police.

A complaint case may involve more than one allegation. For example, a person may allege that an officer pushed them and was rude to them. This would be logged as two separate allegations forming one complaint case. Each allegation is logged against a specific category (a full list of the allegation categories and their definitions can be found in the IOPC's [Guidance on capturing data about police complaints](#)).

## **Appropriate authority** ([Section 29, Police Reform Act 2002](#))

The organisation that is responsible for assessing how to deal with a complaint. For example – whether it can be handled locally or reaches the criteria for referral to the IOPC. The appropriate authority may be the chief officer of the police force or the Police and Crime Commissioner for the force. If a complaint investigation finds someone has a case to answer for misconduct, the appropriate authority is responsible for arranging any misconduct proceedings. If you make a complaint, the appropriate authority for your case will contact you.

## **Complainant**

A person who makes a complaint about the conduct of someone serving with the police or about a police force. The law sets out the circumstances that need to exist for someone to make a complaint (see section 5.6 of the [IOPC Statutory guidance on the police complaints system](#)).

## **Complaint**

A complaint is any expression of dissatisfaction raised by or on behalf of a member of the public to a police force. A complaint does not have to be made in writing and does not have to state explicitly that it is a complaint.

## **Complaint case**

A complaint may involve more than one allegation. The allegation/s may be made by one or more complainants, against one or more persons serving with the police. 'Complaint case' refers to all the allegations and complainants connected with a complaint.

## **Directed investigation**

An investigation conducted by the appropriate authority under the direction and control of the IOPC. The IOPC directs the investigation by appointing an investigator and setting out its scope and investigative strategy. The IOPC controls the investigation by reviewing the policy books, confirming the investigation has met the terms of reference and making the decisions at the end of the case.

### **Independent investigation**

An investigation carried out by IOPC staff ([Paragraph 19, Schedule 3, Police Reform Act 2002](#)).

An independent investigation is often used for the most serious incidents and/or those with the greatest public interest. For example, incidents that cause the greatest level of public concern, have a high potential to impact on communities, or have serious implications for the reputation of the police service.

### **Local investigation**

An investigation carried out by the appropriate authority on its own behalf ([Paragraph 16, Schedule 3, Police Reform Act 2002](#)).

### **Local policing body**

The body responsible for all policing in their area. It holds the chief constable and the force to account. This is a collective term for:

- Police and Crime Commissioners
- the Mayor's Office for Policing and Crime (for the Metropolitan Police Service district)
- the Common Council (for the City of London police area) ([Section 101, Police Act 1996](#))

### **Reflective practice review process (RPRP)**

This focuses on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn from them. It is not a disciplinary process or a disciplinary outcome.

### **Review**

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 of the outcome of the complaint. The review will consider whether the outcome of the handling of the complaint is reasonable and proportionate. It will uphold the review where the relevant review body finds that the outcome of the complaint is not reasonable and proportionate. This applies whether the complaint has been investigated or handled in another way.

### **Special procedures**

Special procedures only apply to investigations of complaints about a member of a police force or a special constable. In the case of any other person, the investigator must adhere to the relevant policies and procedures for investigating allegations of any form of misconduct.

Investigators must apply special procedures:

- in a complaint investigation, when there is an indication a person being investigated may have committed a criminal offence or behaved in a manner that would justify disciplinary proceedings
- in all investigations into recordable conduct matters ([Paragraph 19A, Schedule 3, Police Reform Act 2002](#))

### **Unsatisfactory performance procedure (UPP)**

A series of steps used to improve someone's performance. It is used when a person was unable or failed to perform their role to a satisfactory level but did not breach the Standards of Professional Behaviour.



To find out more about our work or to request this report in an alternative format, you can contact us in a number of ways:

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Rydym yn croesawu galwadau ffôn yn y Gymraeg

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