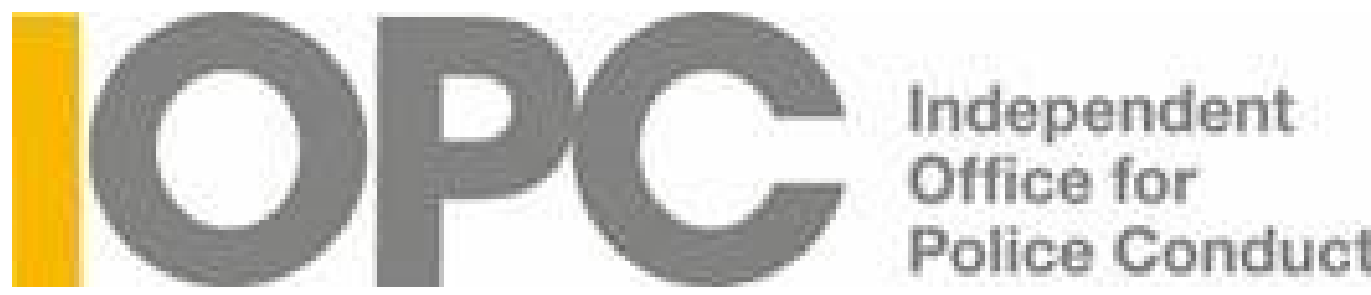


# Interim Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)

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



## About this bulletin

This bulletin presents information about complaints defined under the *Police Reform Act 2002 (PRA 2002)*, as amended by the *Police and Crime Act 2017*. The new legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

As a force was unable to submit their data for this period, we have produced this interim report which does not include their data. Consideration should be given that figures and averages for Most Similar Force groups and National figures will omit one force and therefore caution should be used when making any comparisons.

Due to the interim nature of the bulletin, it will not be published externally. Information will be overwritten during the next data collection and as such should contain the full set of data.

## Contents

- Section A1:1: Complaint cases logged and initial handling
- Section A1.2: Allegations logged – what has been complained about
- Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories
- Section A1.4: Allegations logged – what has been complained about (category) and the situational context of allegations (factors)
- Section A2: Allegations timeliness
- Section A3.1: How allegations were finalised and their decisions
- Section A3.2: Allegation decisions by what was complained about (category)
- Section A4: Complaint cases timeliness
- Section B1: Investigations (all investigation types) – timeliness
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- Section E1.1: Allegation actions – on complaint cases handled outside of Schedule 3
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- Section E2: Focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)
- Notes

## Acronyms used in this bulletin

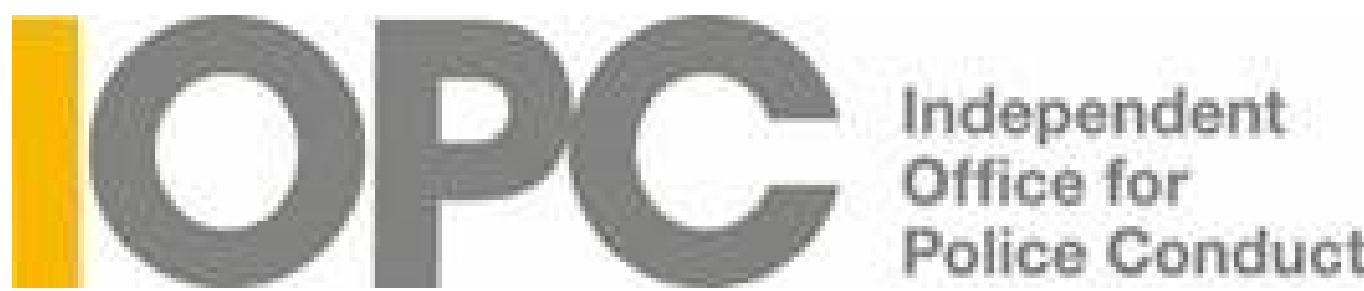
- Force** – year to date force numbers
- IOPC** – Independent Office for Police Conduct
- Inc.** – including
- Ind** – independent investigation
- Loc** – local investigation
- LPB** – local policing body
- MSF** – most similar force
- Nat.** – national
- No.** – number
- PRA** – the *Police Reform Act 2002*
- RPRP** – reflective practice review process
- UPP** – unsatisfactory performance procedure



# Interim Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)



## Section A1.1: Complaint cases logged and initial handling

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

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

### To contact complainants

Average number of working days... ▲	Customer perspective	Initial handling performance
Force	1	1
SPLY	3	3
MSF Average	4	4
National	5	5

### To log complaint cases

Average number of working days... ▲	Customer perspective	Initial handling performance
Force	1	0
SPLY	2	2
MSF Average	3	2
National	5	4

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

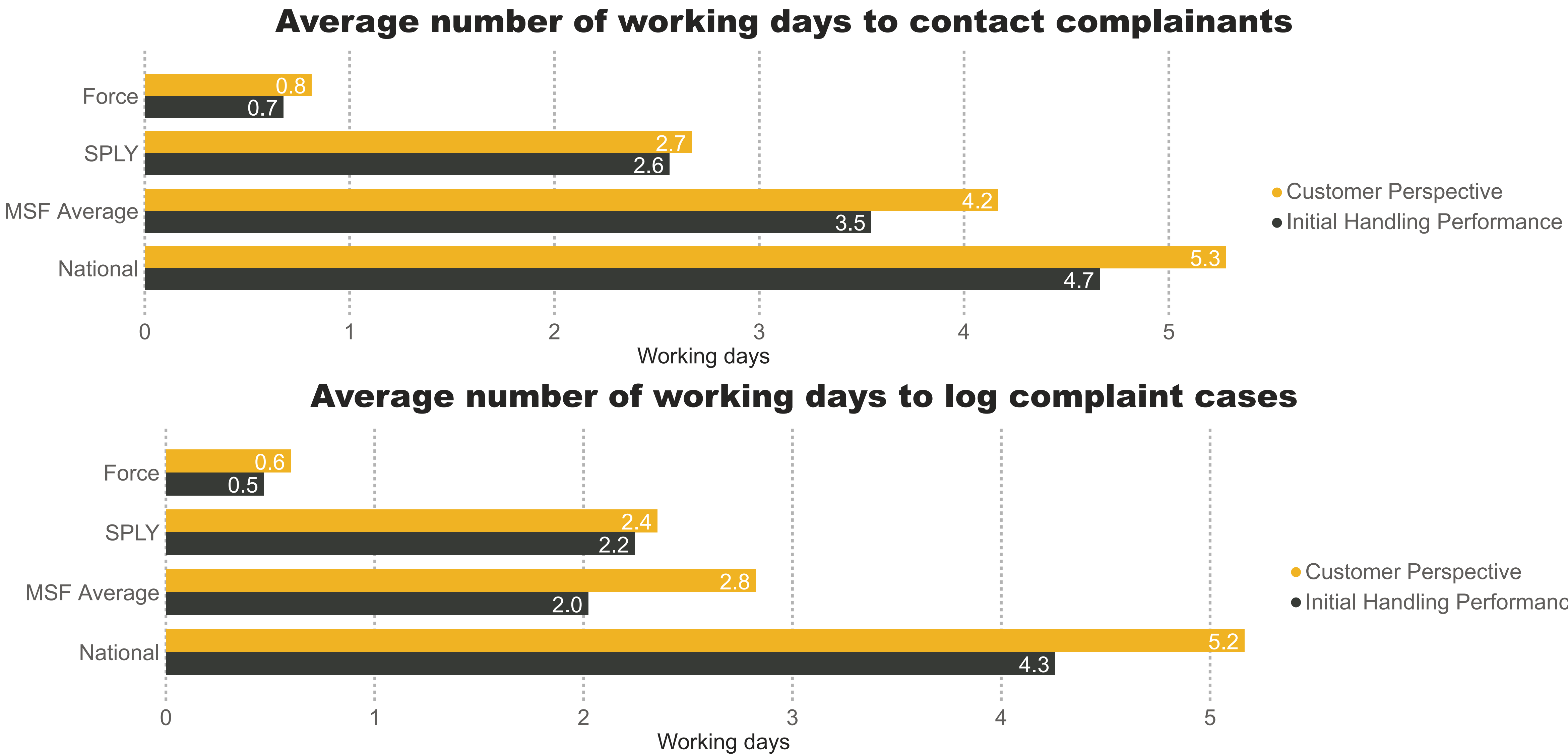
### Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	529	735	478	19,542
No. of complaint cases logged per 1,000 employees	123	172	102	79

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

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

Reason complaint case recorded under Schedule 3 ▲	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	8	8 %	24	11 %	71	43 %	3,103	43 %
Complainant wishes the complaint be recorded	46	48 %	122	55 %	72	29 %	1,732	24 %
Dissatisfaction after initial handling	36	38 %	65	29 %	20	18 %	1,078	15 %
Nature of the allegation(s) in the complaint	5	5 %	12	5 %	11	10 %	1,369	19 %



# Interim Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)

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

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

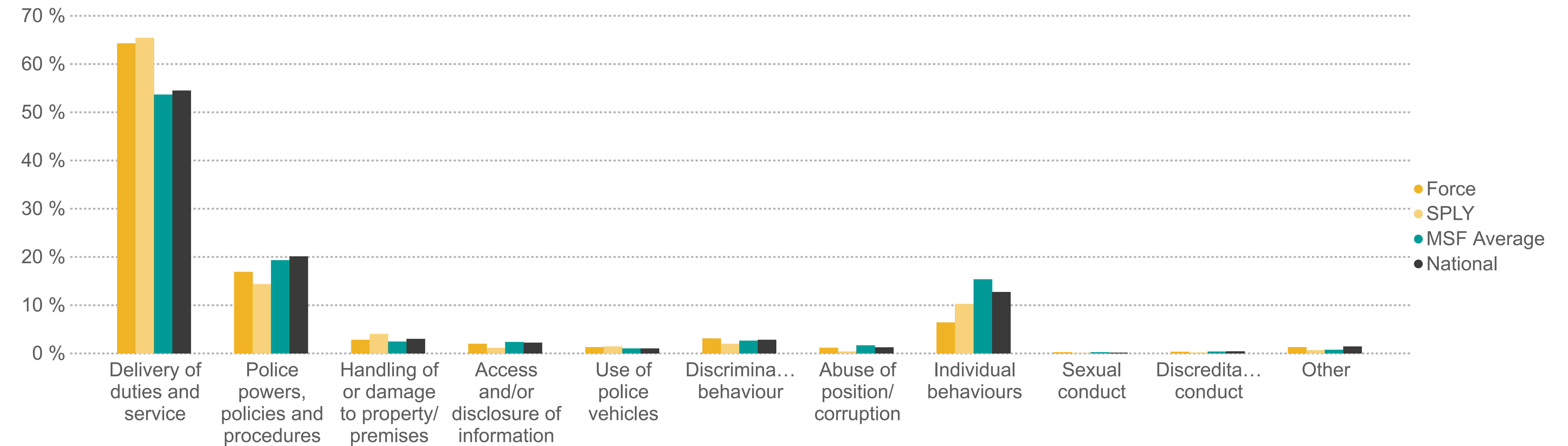
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

### Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	840	1,045	821	30,636
No. of allegations logged per 1,000 employees	195	245	164	124

### What has been complained about

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	540	142	24	17	11	26	10	54	2	3	11	840
SPLY	684	150	42	12	15	21	4	107	1	2	7	1,045
MSF Average	462	154	19	17	7	25	11	110	2	4	9	821
National	16,702	6,164	929	680	322	875	389	3,906	54	128	450	30,599
Force	64 %	17 %	3 %	2 %	1 %	3 %	1 %	6 %	0 %	0 %	1 %	100 %
SPLY	65 %	14 %	4 %	1 %	1 %	2 %	0 %	10 %	0 %	0 %	1 %	100 %
MSF Average	54 %	19 %	2 %	2 %	1 %	3 %	2 %	15 %	0 %	0 %	1 %	100 %
National	55 %	20 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	0 %	1 %	100 %

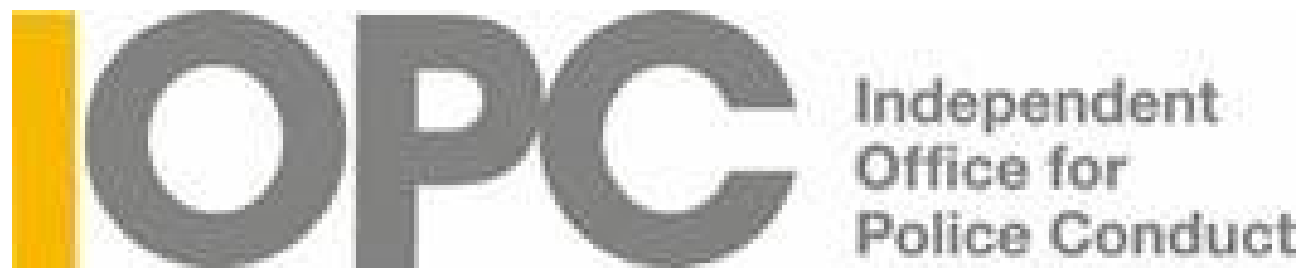




Interim Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)



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

Category	Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	540	64 %	684	65 %	462	54 %	16,702	55 %
	Police action following contact	49	9 %	109	16 %	141	34 %	7,659	46 %
	Decisions	30	6 %	53	8 %	42	12 %	1,999	12 %
	General level of service	442	82 %	491	72 %	250	47 %	5,592	33 %
	Information	19	4 %	31	5 %	30	7 %	1,452	9 %
	None	0	0 %	0	0 %	0	0 %	0	0 %
Police powers, policies and procedures	Total	142	17 %	150	14 %	154	19 %	6,164	20 %
	Stops, and stop and search	12	8 %	21	14 %	10	6 %	401	7 %
	Searches of premises and seizure of property	26	18 %	37	25 %	21	13 %	801	13 %
	Power to arrest and detain	29	20 %	25	17 %	26	18 %	936	15 %
	Detention in police custody	11	8 %	15	10 %	14	8 %	788	13 %
	Bail, identification and interview procedures	7	5 %	6	4 %	8	5 %	253	4 %
	Use of force	33	23 %	20	13 %	42	26 %	1,744	28 %
	Evidential procedures	1	1 %	7	5 %	9	6 %	453	7 %
	Out of court disposals	0	0 %	8	5 %	2	1 %	98	2 %
	Other policies and procedures	23	16 %	10	7 %	24	15 %	690	11 %
	Impolite and intolerant actions	0	0 %	0	0 %	0	0 %	0	0 %
	None	0	0 %	1	1 %	0	0 %	0	0 %
	Use of force and detention in custody	0	0 %	0	0 %	0	0 %	0	0 %
	Total	24	3 %	42	4 %	19	2 %	929	3 %
Handling of or damage to property/ premises	Handling of or damage to property/ premises	24	100 %	42	100 %	17	81 %	878	95 %
	Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %
	None	0	0 %	0	0 %	2	19 %	51	5 %
	Total	26	3 %	21	2 %	25	3 %	875	3 %
Discriminatory behaviour	Age	0	0 %	0	0 %	0	0 %	7	1 %
	Disability	4	15 %	5	24 %	3	8 %	128	15 %
	Gender reassignment	0	0 %	0	0 %	0	0 %	10	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	3	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
	Race	12	46 %	12	57 %	14	53 %	509	58 %
	Religion or belief	0	0 %	0	0 %	0	2 %	20	2 %
	Sex	8	31 %	3	14 %	6	21 %	114	13 %
	Sexual orientation	0	0 %	1	5 %	1	3 %	24	3 %
	Other	2	8 %	0	0 %	2	14 %	59	7 %
	None	0	0 %	0	0 %	0	0 %	0	0 %
	Total	54	6 %	107	10 %	110	15 %	3,906	13 %
	Unprofessional attitude and disrespect	18	33 %	3	3 %	36	32 %	1,079	28 %
Individual behaviours	Lack of fairness and impartiality	5	9 %	16	15 %	21	18 %	638	16 %
	Overbearing or harassing behaviours	8	15 %	12	11 %	25	20 %	688	18 %
	Impolite language / tone	21	39 %	57	53 %	16	19 %	1,060	27 %
	Impolite and intolerant actions	2	4 %	19	18 %	12	12 %	441	11 %
	None	0	0 %	0	0 %	0	0 %	0	0 %
	Total	54	6 %	107	10 %	110	15 %	3,906	13 %

This section presents the five most commonly recorded categories for allegations that have been logged.

A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged.



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

Allegation category												
Factors	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Arrest	5	42	0	0	0	4	0	1	1	0	0	53
Call Handling	21	0	0	0	0	1	0	3	0	0	0	25
Child protection / CSA / CSE	9	1	0	0	0	1	0	1	0	0	1	13
Custody	4	13	0	0	0	0	0	2	0	0	1	20
Death	10	1	1	0	0	0	0	0	0	0	0	12
Domestic / gender abuse	27	2	0	0	0	4	0	0	0	0	1	34
Drugs / alcohol	9	2	0	1	0	0	1	2	0	0	0	15
Firearms	2	1	1	0	0	0	0	1	0	0	0	5
Fraud	5	0	0	0	0	0	1	0	0	0	0	6
Hate Crime	4	2	0	0	0	2	0	0	0	0	0	8
Investigation	241	4	7	3	0	9	2	9	0	0	0	275
Mental health	3	2	0	0	0	1	0	0	0	0	0	6
Missing persons	2	1	0	0	0	0	0	0	0	0	0	3
Neighbourhood policing	27	1	0	0	0	0	0	0	0	0	0	28
None	207	37	15	13	5	7	5	30	0	1	6	326
Premises search	0	16	1	0	0	1	0	0	0	0	0	18
Public order incident	1	0	0	0	0	0	0	0	0	0	0	1
Roads/traffic	25	21	1	0	6	1	1	4	0	0	1	60
Serious injury	0	0	1	0	0	0	0	0	0	0	0	1
Social media	5	0	0	0	0	0	0	1	0	0	1	7
Stop and/or search	2	6	0	0	0	2	0	1	0	0	0	11
VAWG - dissatisfaction handling	25	1	0	1	0	1	0	3	0	0	0	31
VAWG - police perpetrated	1	1	0	0	0	0	0	0	1	2	0	5
VAWG - police victim	0	0	0	0	0	0	0	0	0	2	0	2

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

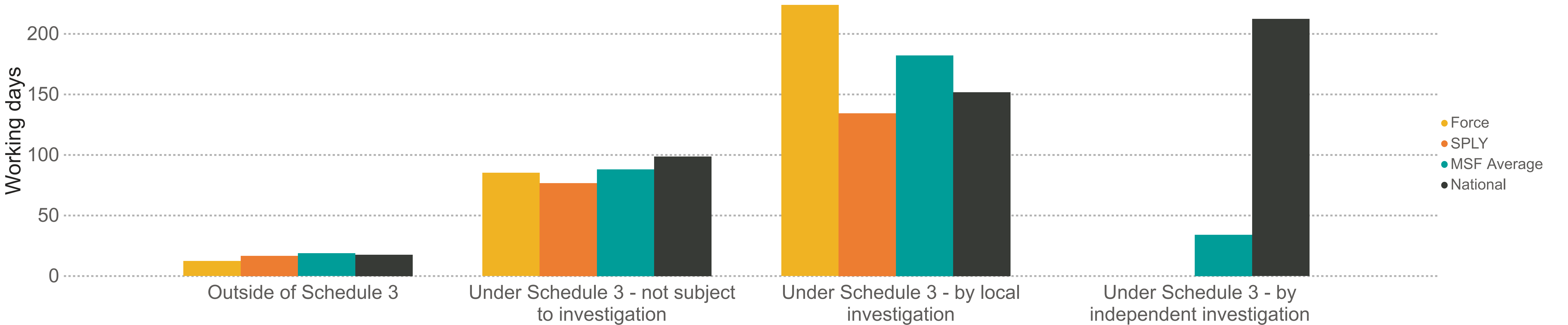
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	12	17	19	18
Under Schedule 3 - not subject to investigation	85	77	88	99
Under Schedule 3 - by local investigation	224	134	182	152
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	0	0	34	212

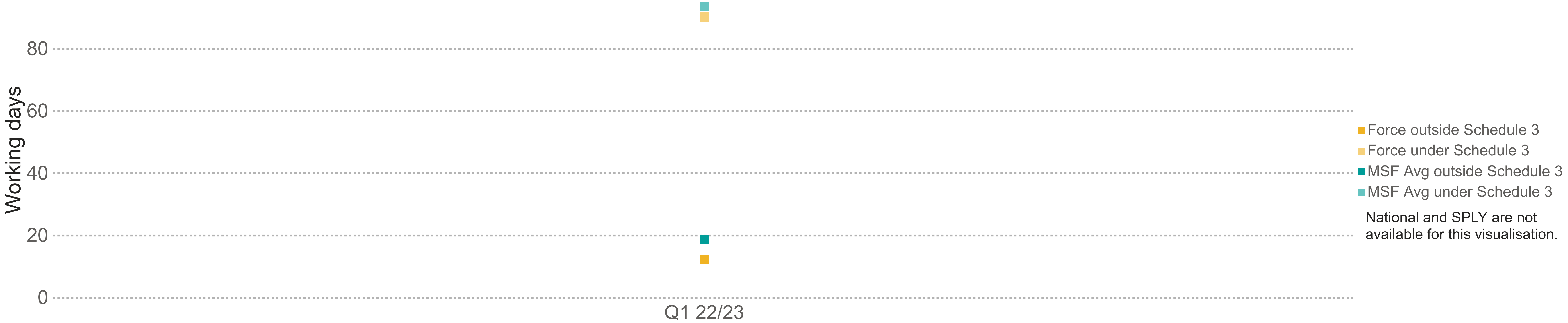
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force.

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

Average number of working days to finalise allegations



Average number of working days to finalise allegations





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

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	13	1 %	267	22 %	3,667	12 %
Under Schedule 3 investigated (subject to special procedures)	5	1 %	6	1 %	367	1 %
Under Schedule 3 - not investigated	478	50 %	209	34 %	13,079	43 %
Outside of Schedule 3	454	48 %	334	43 %	13,622	44 %
Total	950	100 %	816	100 %	30,735	100 %

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

How allegations were handled	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
Allegation decision	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					13 %	63	9 %	1,218			1 %	4			8 %	301
Regulation 41 applies							0 %	19							1 %	40
Service provided - unable to determine					9 %	43	6 %	822			1 %	2	8 %	1	5 %	184
Service provided - not acceptable					7 %	34	14 %	1,768	80 %	4	4 %	13	15 %	2	11 %	413
Service provided - acceptable					70 %	333	66 %	8,656			16 %	59	77 %	10	72 %	2,632
Not Resolved	19 %	84	9 %	1,185												
Resolved	81 %	370	91 %	12,431												
No Case to Answer											55 %	202				
Case to Answer									20 %	1	23 %	83				
Withdrawal					1 %	5	5 %	596			1 %	4			3 %	96
Total	48 %	454	44 %	13,616	50 %	478	43 %	13,079	1 %	5	1 %	367	1 %	13	12 %	3,666

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

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Allegation category												
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
▼												
No further action	38	11	1	2	0	0	3	4	2	0	2	63
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	24	9	0	1	0	2	1	5	0	0	2	44
Service provided - not acceptable	24	7	3	2	0	0	1	2	0	1	0	40
Service provided - acceptable	234	61	5	5	1	9	4	19	1	0	4	343
Not Resolved	51	16	3	2	1	2	1	7	1	0	0	84
Resolved	273	34	15	7	8	9	2	19	1	0	2	370
No Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Case to Answer	1	0	0	0	0	0	0	0	0	0	0	1
Withdrawal	4	0	0	0	0	0	1	0	0	0	0	5

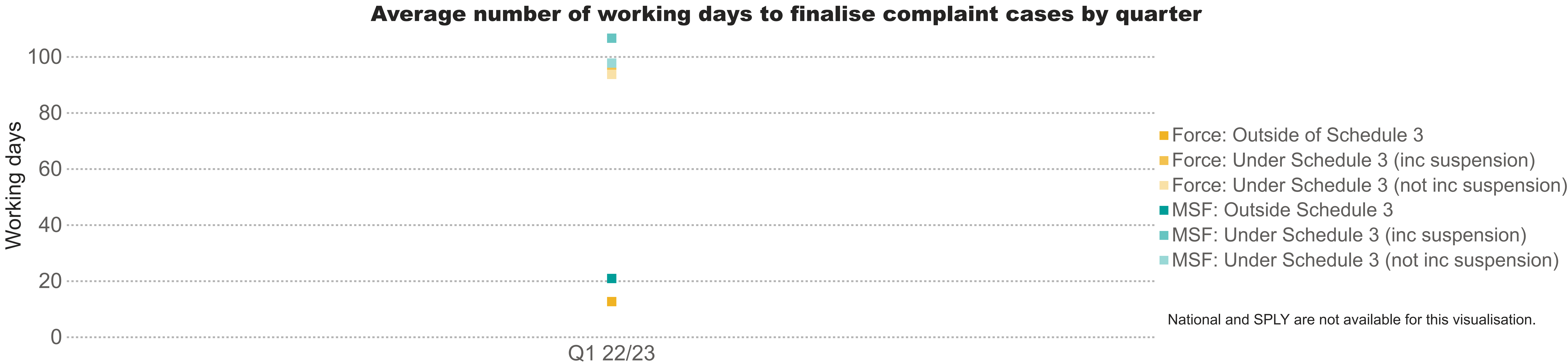
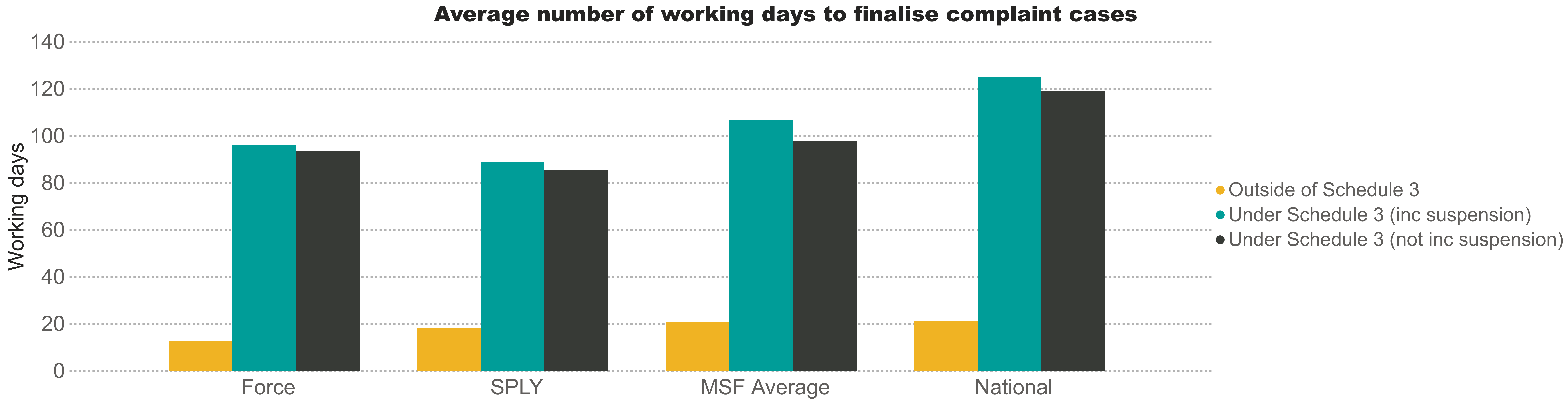


Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	13	18	21	21
Under Schedule 3 (inc suspension)	96	89	107	125
Under Schedule 3 (not inc suspension)	94	86	98	119

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

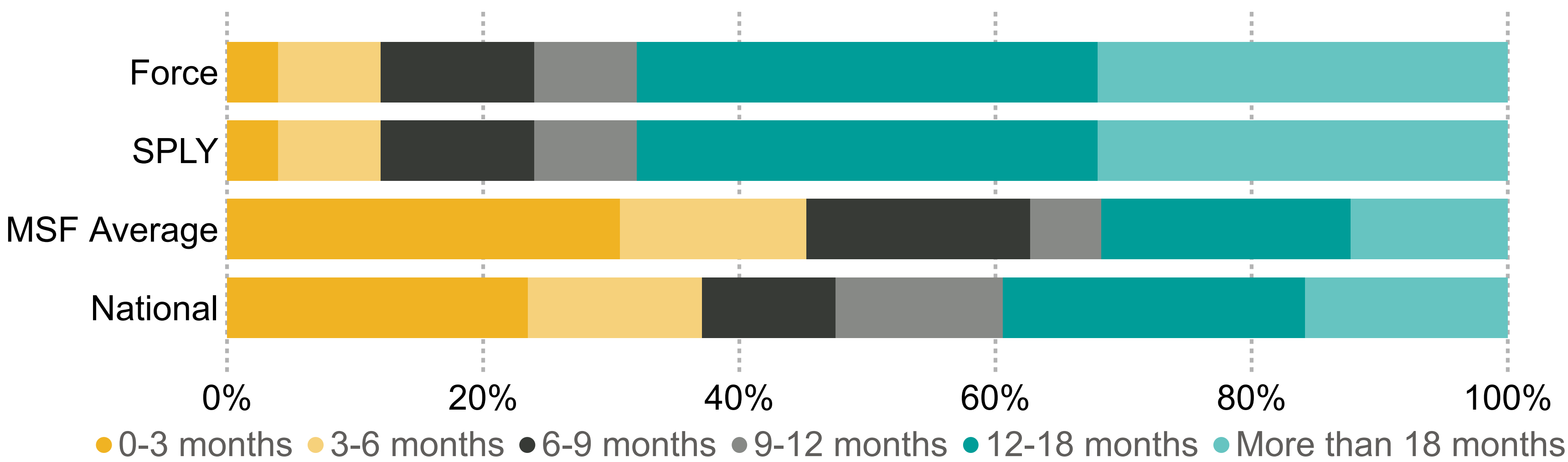
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.



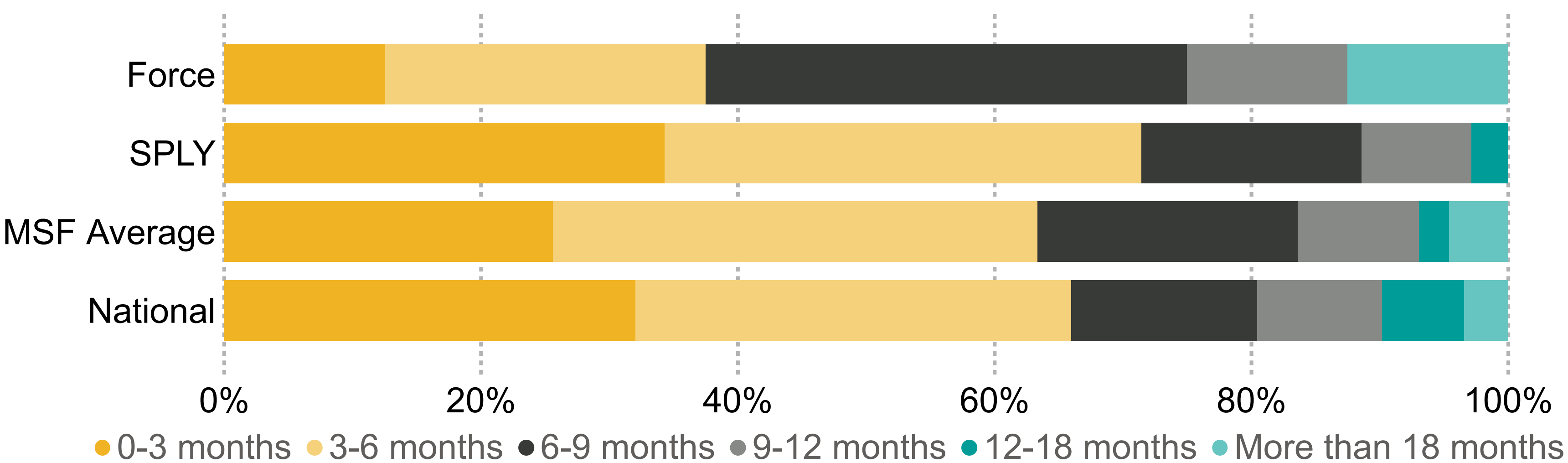
Section B1: Investigations (all investigation types) - timeliness

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

Investigations active for...	Force	SPLY	MSF Average	National
0-3 months	4 %	4 %	31 %	24 %
3-6 months	8 %	8 %	15 %	14 %
6-9 months	12 %	12 %	17 %	10 %
9-12 months	8 %	8 %	6 %	13 %
12-18 months	36 %	36 %	19 %	24 %
More than 18 months	32 %	32 %	12 %	16 %



Investigations completed in...	Force	SPLY	MSF Average	National
0-3 months	13 %	34 %	26 %	32 %
3-6 months	25 %	37 %	38 %	34 %
6-9 months	38 %	17 %	20 %	15 %
9-12 months	13 %	9 %	9 %	10 %
12-18 months	0 %	3 %	2 %	6 %
More than 18 months	13 %	0 %	5 %	3 %



Allegations finalised by investigation (all investigation types) - timeliness

Average number of working days	Year allegation finalised	
	2021/22	2022/23
Force	142	224
SPLY	97	134
MSF Average	131	182
National	136	152

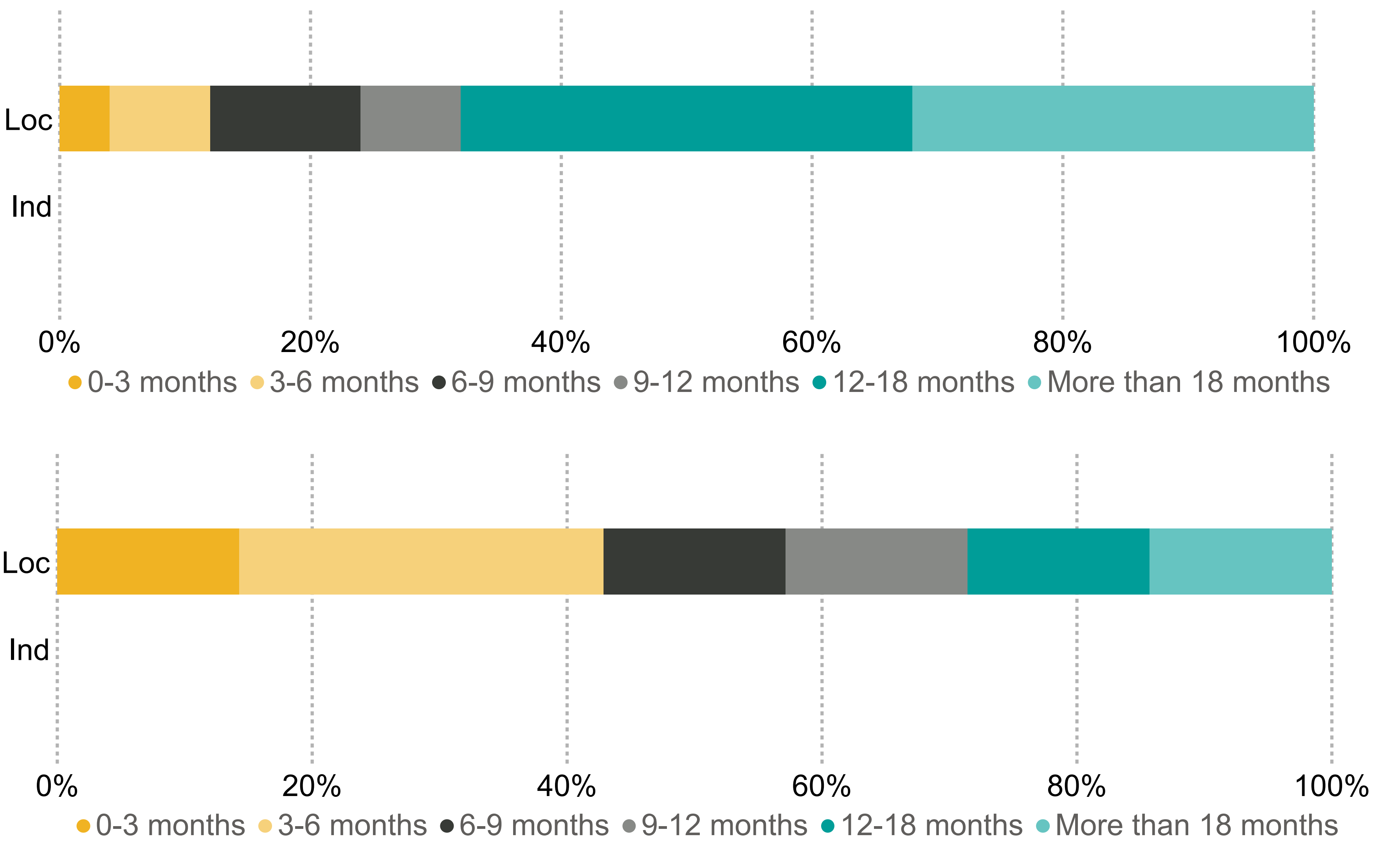


Section B2: Investigations (by type of investigation) - timeliness

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

Investigations active for... ▲	Loc	Dir	Ind	Unk	All
0-3 months	4 %	0 %	0 %	0 %	4 %
3-6 months	8 %	0 %	0 %	0 %	8 %
6-9 months	12 %	0 %	0 %	0 %	12 %
9-12 months	8 %	0 %	0 %	0 %	8 %
12-18 months	36 %	0 %	0 %	0 %	36 %
More than 18 months	32 %	0 %	0 %	0 %	32 %

Investigations completed in... ▲	Loc	Ind	All
0-3 months	13 %	0 %	13 %
3-6 months	25 %	0 %	25 %
6-9 months	38 %	0 %	38 %
9-12 months	13 %	0 %	13 %
12-18 months	0 %	0 %	0 %
More than 18 months	13 %	0 %	13 %



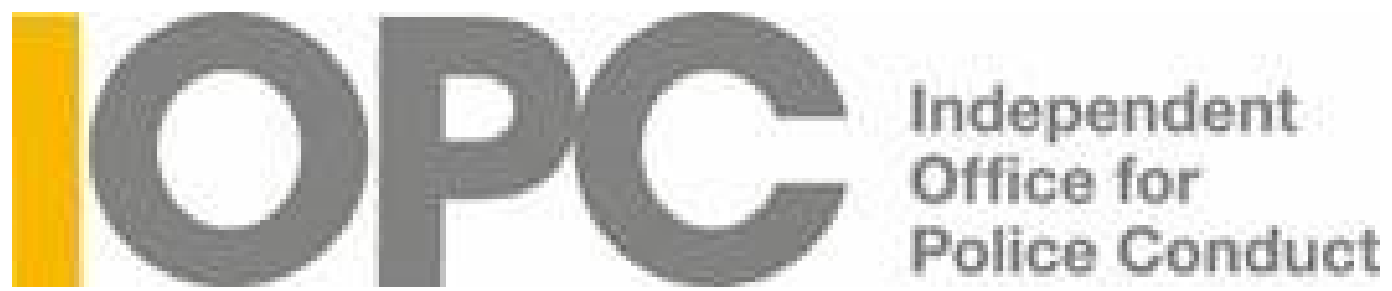
Allegations finalised by investigation (by type of investigation) - timeliness

	Year allegation finalised	
Average number of working days ▲	2021/22	2022/23
Local	143	224
Directed	0	0
Independent	19	0
All	142	224

# Interim Police Complaints Information Bulletin

Appropriate Authority: Surrey

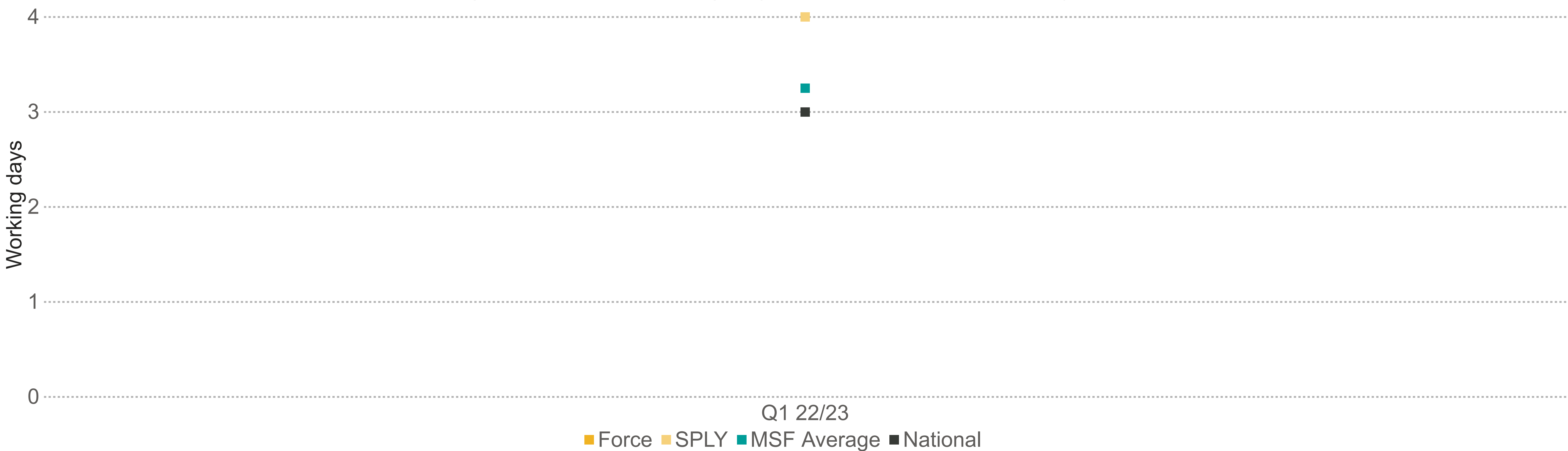
Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)



## Section C: Referrals

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	12		22	21		1,379	
Number referrals completed	13		23	21		1,389	
Decision: Independent Investigation	1	8%	2	1	9%	106	8%
Decision: Directed Investigation	0	0%	0	0	0%	8	1%
Decision: Local Investigation	9	69%	13	13	62%	858	62%
Decision: Return to Force	3	23%	7	7	29%	400	29%
Decision: Invalid	0	0%	1	0	0%	17	1%

Average number of working days to complete referrals by quarter



The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation. Referrals may have been completed in a different period to when they were received.

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

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

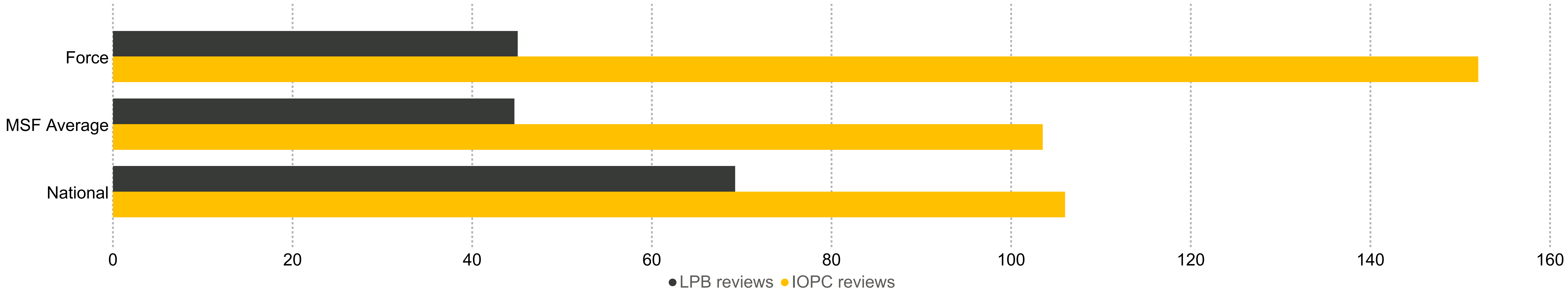


Section D1: Reviews received

.	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	181	39	22 %	0	37	1	1
SPLY	160	23	14 %	0	21	1	1
MSF Average	216	39	19 %	0	34	3	1
National	7,579	1,565	21 %	63	1,022	199	281

Section D2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	45	41	45	69
Average number of working days to complete IOPC reviews	152	114	104	106



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

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

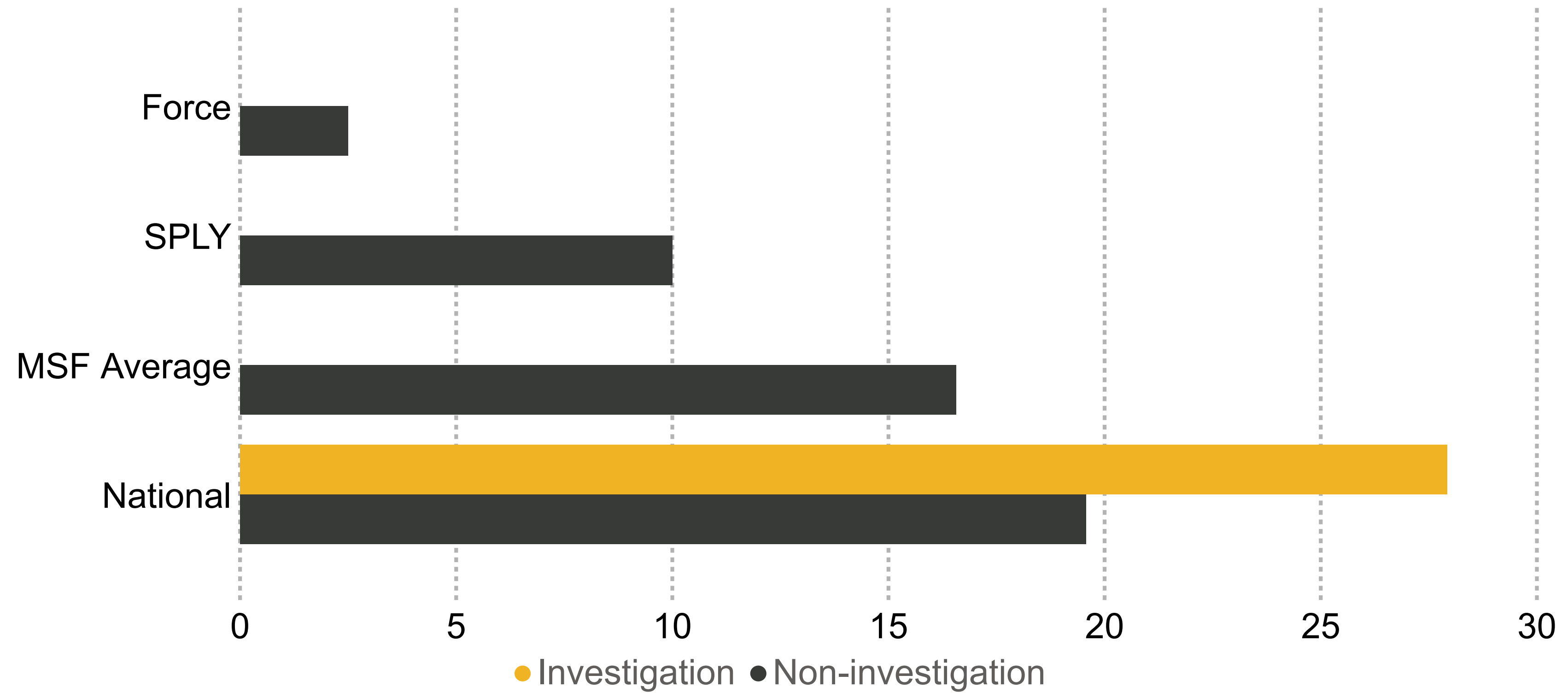
Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

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

Section D3: Decisions on reviews

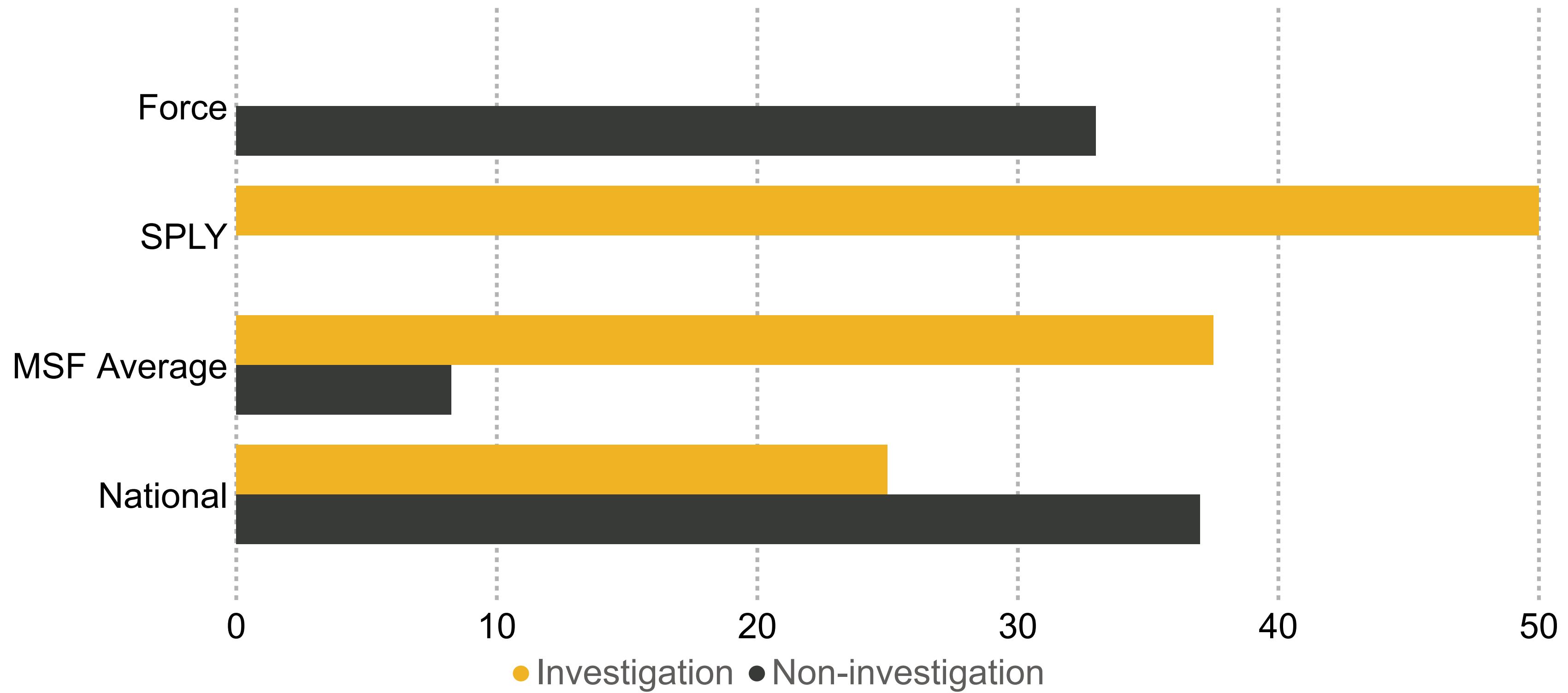
% LPB reviews found outcome not reasonable and proportionate

.	Force	SPLY	MSF Average	National
Investigation	0	0	0	28
Non-investigation	3	10	17	20



% IOPC reviews found outcome not reasonable and proportionate

.	Force	SPLY	MSF Average	National
Investigation	0	50	38	25
Non-investigation	33	0	8	37



% LPB reviews resulting in...

.	Force	SPLY	MSF Average	National
Recommendation made	100	50	70	90
.				

% IOPC reviews resulting in...

.	Force	SPLY	MSF Average	National
Recommendation made	0	0	13	4
Direction	25	40	31	23
Extra work commissioned	0	0	0	0

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

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

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



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

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	0	0 %	1	0 %	5	2 %	41	0 %
Individual learning	0	0 %	1	0 %	14	5 %	77	1 %
Policy review	0	0 %	0	0 %	0	0 %	6	0 %
Goodwill gesture	1	0 %	1	0 %	1	0 %	32	0 %
Apology	3	1 %	18	4 %	39	10 %	1080	9 %
Debrief	0	0 %	6	1 %	4	1 %	118	1 %
Explanation	129	32 %	292	58 %	127	47 %	6045	50 %
No further action	270	67 %	166	33 %	101	29 %	3569	30 %
Informal action by a line manager	0	0 %	0	0 %	1	0 %	8	0 %
Learning from Reflection	0	0 %	4	1 %	2	1 %	152	1 %
Other action	1	0 %	10	2 %	14	5 %	690	6 %

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

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

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	2	1 %	1	1 %	3	2 %	134	2 %
Individual learning	0	0 %	0	0 %	0	0 %	0	0 %
Policy review	0	0 %	1	1 %	0	0 %	2	0 %
Goodwill gesture	2	1 %	0	0 %	1	0 %	9	0 %
Apology	12	7 %	9	6 %	12	6 %	425	6 %
Debrief	1	1 %	0	0 %	1	0 %	61	1 %
Explanation	42	23 %	31	19 %	61	39 %	2962	39 %
Misconduct proceedings	1	1 %	0	0 %	1	0 %	22	0 %
Unsatisfactory Performance Procedure (UPP)	1	1 %	0	0 %	2	0 %	9	0 %
No further action	122	67 %	121	76 %	112	44 %	3481	46 %
Other action	4	2 %	4	3 %	3	2 %	125	2 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	0 %	1	0 %
Learning from Reflection	3	2 %	5	3 %	15	9 %	849	11 %
Referral to RPRP	8	4 %	5	3 %	10	4 %	254	3 %

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.

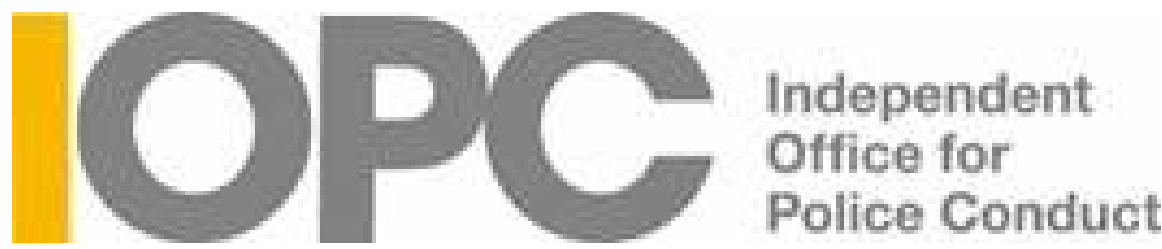
Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.



# Interim Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)



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

### RPRP and learning

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

Actions are captured at allegation level and multiple actions can be selected, where appropriate, on a single allegation.

The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action.

As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

Number of complaint cases resulting in below actions	2021/22	2022/23
RPRP		
National	1011	254
Force	29	8
Learning		
National	677	134
Force	10	2

Percentage of complaint cases resulting in below actions	2021/22	2022/23
RPRP		
National	3 %	3 %
Force	4 %	4 %
Learning		
National	2 %	2 %
Force	1 %	1 %

### RPRP, UPP, misconduct and criminal

Percentage of complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
RPRP	8	4 %	5	3 %	10	4 %	254	3 %
Misconduct meeting	0	0 %	0	0 %	0	0 %	18	0 %
Misconduct hearing	1	1 %	0	0 %	0	0 %	4	0 %
UPP	1	1 %	0	0 %	2	0 %	9	0 %

# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 30 June 2022 (Q1 2022/23)

## 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 \(February 2020\)](#).