

# Police Complaints Information Bulletin



**Appropriate Authority: Surrey**

**Reporting Period: 01 April 2022 - 31 December 2022 (Q3 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 legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).  
It sets out performance against a number of measures and compares force results to their most similar force (MSF) group and with the overall result for all forces (national).

## Changes since the previous bulletin

**Sections B1 and B2:** These sections have been removed due to quality assurance issues.  
**Section D** has been reconfigured to include more figures relating to reviews completed by both the IOPC and LPBs

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## 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
- SPLY** - Same period last year
- UPP** – unsatisfactory performance procedure



Section A1.1: Complaint cases logged and initial handling

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

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

To contact complainants

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

To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	1	0
SPLY	2	1
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

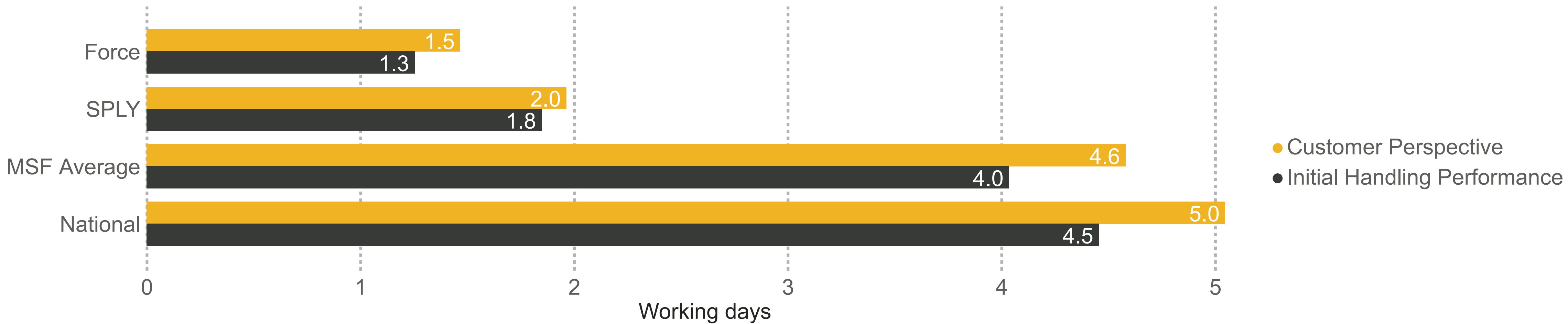
	Force	SPLY	MSF Average	National
Complaint cases logged	1,626	1,948	1,561	60,408
No. of complaint cases logged per 1,000 employees	378	456	331	245

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

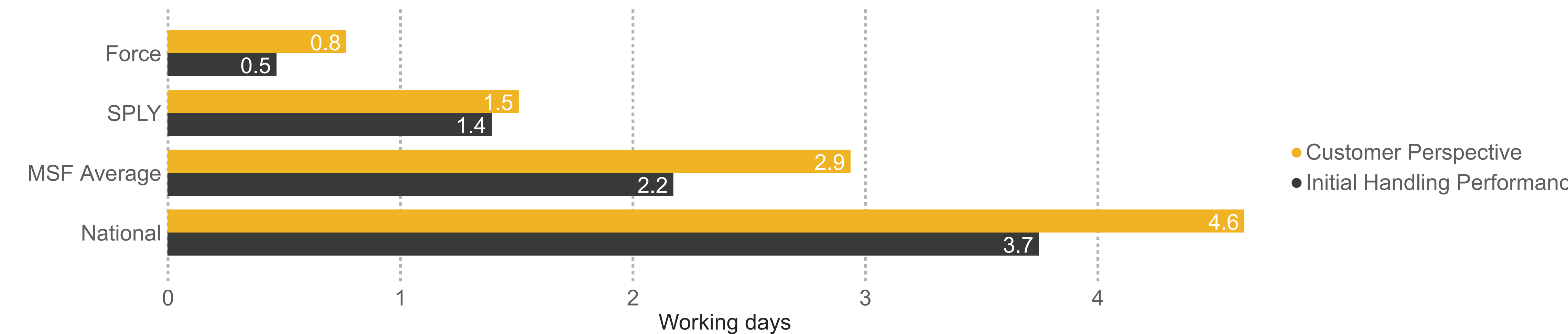
The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	25	7 %	66	11 %	207	39 %	9,586	41 %
Complainant wishes the complaint be recorded	201	53 %	312	51 %	246	31 %	5,621	24 %
Dissatisfaction after initial handling	120	32 %	195	32 %	81	18 %	3,535	15 %
Nature of the allegation(s) in the complaint	30	8 %	40	7 %	51	12 %	4,551	20 %

Average number of working days to contact complainants



Average number of working days to log complaint cases



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.

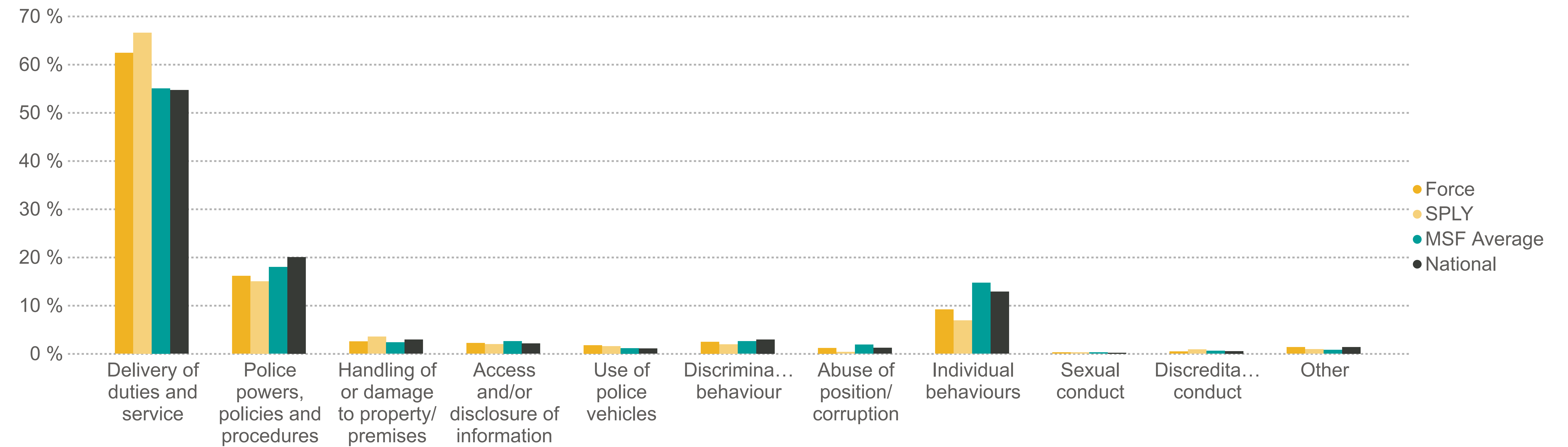
Due to some allegations not having a recorded category, the totals differ in the two tables.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	2,669	2,976	2,584	98,365
No. of allegations logged per 1,000 employees	620	697	524	399

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	1,666	431	68	59	47	66	32	245	7	12	36	2,669
SPLY	1,982	447	105	59	47	58	11	205	8	26	28	2,976
MSF Average	1,498	441	56	58	28	78	36	339	9	17	26	2,584
National	53,778	19,716	2,868	2,083	1,069	2,889	1,187	12,652	198	526	1,359	98,325
Force	62 %	16 %	3 %	2 %	2 %	2 %	1 %	9 %	0 %	0 %	1 %	100 %
SPLY	67 %	15 %	4 %	2 %	2 %	2 %	0 %	7 %	0 %	1 %	1 %	100 %
MSF Average	55 %	18 %	2 %	3 %	1 %	3 %	2 %	15 %	0 %	1 %	1 %	100 %
National	55 %	20 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %





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

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.

Where the subcategory is 'None', this has been excluded from this table. For full counts please see section A1.2

Category	Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,666	62 %	1,982	67 %	1,498	55 %	53,778	55 %
	Police action following contact	132	8 %	185	9 %	469	34 %	24,213	45 %
	Decisions	117	7 %	101	5 %	156	14 %	6,671	12 %
	General level of service	1,346	81 %	1,637	83 %	788	46 %	17,885	33 %
	Information	71	4 %	59	3 %	86	6 %	5,009	9 %
Police powers, policies and procedures	Total	431	16 %	447	15 %	440	18 %	19,715	20 %
	Stops, and stop and search	26	6 %	58	13 %	23	5 %	1,119	6 %
	Searches of premises and seizure of property	67	16 %	99	22 %	53	11 %	2,534	13 %
	Power to arrest and detain	125	29 %	81	18 %	83	19 %	3,188	16 %
	Detention in police custody	37	9 %	47	11 %	38	9 %	2,697	14 %
	Bail, identification and interview procedures	16	4 %	15	3 %	28	7 %	830	4 %
	Use of force	108	25 %	89	20 %	123	28 %	5,367	27 %
	Evidential procedures	7	2 %	17	4 %	21	6 %	1,433	7 %
	Out of court disposals	2	0 %	15	3 %	5	1 %	286	1 %
	Other policies and procedures	43	10 %	26	6 %	68	14 %	2,260	11 %
	Use of police systems	0	0 %	0	0 %	0	0 %	1	0 %
	Impolite and intolerant actions	0	0 %	0	0 %	0	0 %	0	0 %
	Use of force and detention in custody	0	0 %	0	0 %	0	0 %	0	0 %
	Total	68	3 %	105	4 %	53	2 %	2,709	3 %
	Handling of or damage to property/ premises	68	100 %	105	100 %	53	86 %	2,709	94 %
Handling of or damage to property/ premises	Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %
	Total	66	2 %	58	2 %	78	3 %	2,889	3 %
Discriminatory behaviour	Age	0	0 %	0	0 %	0	0 %	26	1 %
	Disability	10	15 %	13	22 %	11	16 %	472	16 %
	Gender reassignment	0	0 %	0	0 %	0	0 %	30	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	5	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	3	0 %
	Race	33	50 %	35	60 %	45	56 %	1,614	56 %
	Religion or belief	2	3 %	0	0 %	1	1 %	65	2 %
	Sex	14	21 %	5	9 %	12	14 %	372	13 %
	Sexual orientation	2	3 %	1	2 %	2	2 %	86	3 %
	Other	5	8 %	4	7 %	8	10 %	216	7 %
	Total	245	9 %	205	7 %	339	15 %	12,650	13 %
Individual behaviours	Unprofessional attitude and disrespect	97	40 %	23	11 %	121	34 %	3,664	29 %
	Lack of fairness and impartiality	16	7 %	21	10 %	59	16 %	1,940	15 %
	Overbearing or harassing behaviours	38	16 %	23	11 %	67	18 %	2,198	17 %
	Impolite language / tone	57	23 %	103	50 %	50	17 %	3,390	27 %
	Impolite and intolerant actions	37	15 %	35	17 %	42	15 %	1,458	12 %



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

Factors	Allegation category											Total
	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	
Arrest	44	167	2	0	0	7	1	13	4	1	1	240
Call Handling	21	0	0	0	0	0	0	2	0	0	0	23
Child protection / CSA / CSE	20	1	1	1	0	1	0	2	0	0	1	27
Covert policing	0	0	0	0	0	0	0	0	0	0	1	1
Custody	31	43	0	1	1	2	0	5	1	0	1	85
Death	14	1	2	0	0	0	0	1	0	0	0	18
Domestic / gender abuse	56	10	0	1	0	6	0	2	1	0	1	77
Drugs / alcohol	16	6	0	2	0	0	1	3	0	1	0	29
Firearms	14	2	1	3	0	0	0	2	0	0	0	22
Fraud	12	0	0	1	0	0	1	0	0	0	0	14
Hate Crime	4	2	0	0	0	1	0	0	0	0	0	7
Investigation	722	34	21	10	0	16	3	37	0	1	6	850
Mental health	15	12	0	1	1	2	4	5	0	0	1	41
Missing persons	3	2	0	0	0	0	0	0	0	0	0	5
Neighbourhood policing	58	4	0	1	0	1	0	2	0	0	2	68
None	645	107	37	37	14	19	20	139	1	6	19	1,044
Police dogs or horses	0	1	0	0	0	0	0	2	0	0	0	3
Premises search	3	34	6	0	0	2	0	2	0	0	0	47
Public order incident	5	3	0	0	0	0	0	0	0	0	0	8
Restraint equipment	2	18	0	0	0	0	0	0	0	0	0	20
Roads/traffic	77	39	4	0	31	4	1	20	0	0	3	179
Serious injury	0	2	1	0	0	0	0	0	0	0	0	3
Social media	8	2	0	5	0	0	1	3	0	0	1	20
Stop and/or search	9	26	0	0	0	6	0	6	1	0	0	48
Taser	0	4	0	0	0	0	0	0	0	0	0	4
VAWG - dissatisfaction handling	52	3	0	1	0	2	0	7	0	0	0	65
VAWG - police perpetrated	1	7	0	0	0	1	0	0	1	3	0	13
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.

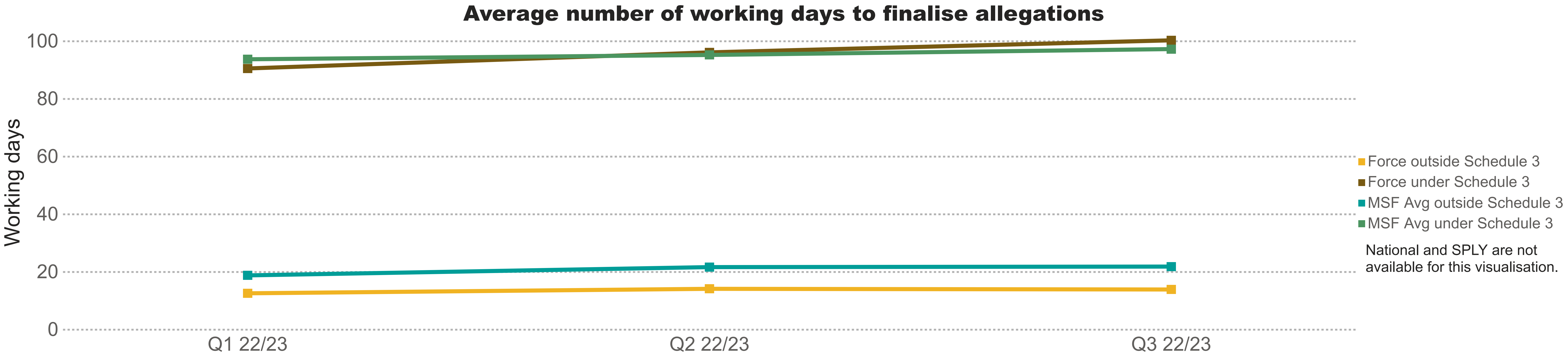
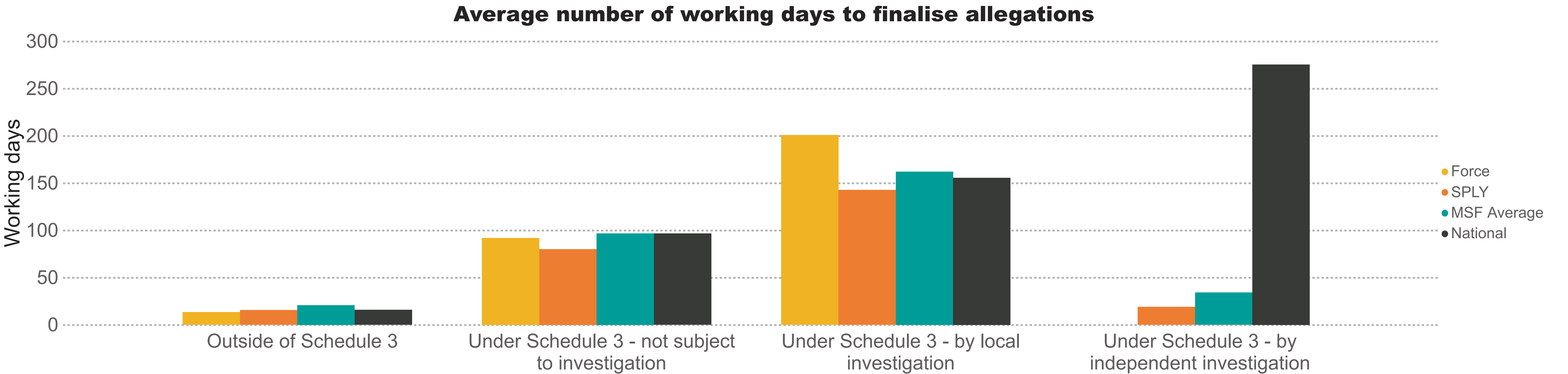
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions 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	13	16	21	16
Under Schedule 3 - not subject to investigation	92	80	97	97
Under Schedule 3 - by local investigation	201	143	162	156
Under Schedule 3 - by directed investigation	0	0	0	455
Under Schedule 3 - by independent investigation	0	19	34	276

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.





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)	34	1 %	728	20 %	11,014	12 %
Under Schedule 3 investigated (subject to special procedures)	17	1 %	16	1 %	1,108	1 %
Under Schedule 3 - not investigated	1,386	50 %	624	35 %	40,017	43 %
Outside of Schedule 3	1,326	48 %	1039	45 %	41,497	44 %
Total	2,763	100 %	2406	100 %	93,636	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					10 %	134	9 %	3,422			1 %	15	3 %	1	6 %	609
Regulation 41 applies							0 %	27					3 %	1	1 %	83
Service provided - unable to determine			0 %	1	10 %	143	7 %	2,649			0 %	5	6 %	2	6 %	631
Service provided - not acceptable					8 %	110	14 %	5,603	24 %	4	3 %	34	18 %	6	12 %	1,331
Service provided - acceptable					71 %	988	67 %	26,684			22 %	243	71 %	24	73 %	8,051
Not Resolved	17 %	221	9 %	3,534												
Resolved	83 %	1105	91 %	37,960												
No Case to Answer									47 %	8	48 %	532				
Case to Answer									29 %	5	23 %	255				
Withdrawal					1 %	11	4 %	1,627			2 %	24			3 %	309
Total	48 %	1326	44 %	41,495	50 %	1386	43 %	40,012	1 %	17	1 %	1,108	1 %	34	12 %	11,014

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	60	37	2	8	0	4	6	8	4	1	5	135
Regulation 41 applies	0	1	0	0	0	0	0	0	0	0	0	1
Service provided - unable to determine	71	29	1	11	2	5	3	20	0	0	3	145
Service provided - not acceptable	75	22	4	3	0	0	2	9	0	1	4	120
Service provided - acceptable	639	204	14	20	6	33	5	76	1	0	14	1,012
Not Resolved	132	35	7	4	7	5	5	23	1	0	2	221
Resolved	767	110	40	20	29	29	3	98	1	2	6	1,105
No Case to Answer	0	2	0	0	1	0	0	3	1	1	0	8
Case to Answer	1	1	0	0	0	0	0	0	0	3	0	5
Withdrawal	7	1	1	0	0	1	1	0	0	0	0	11

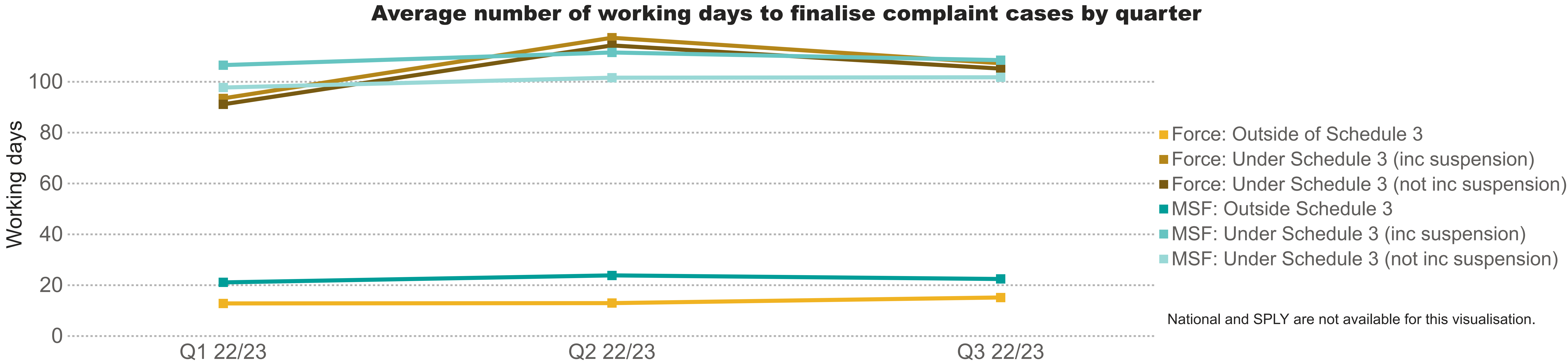
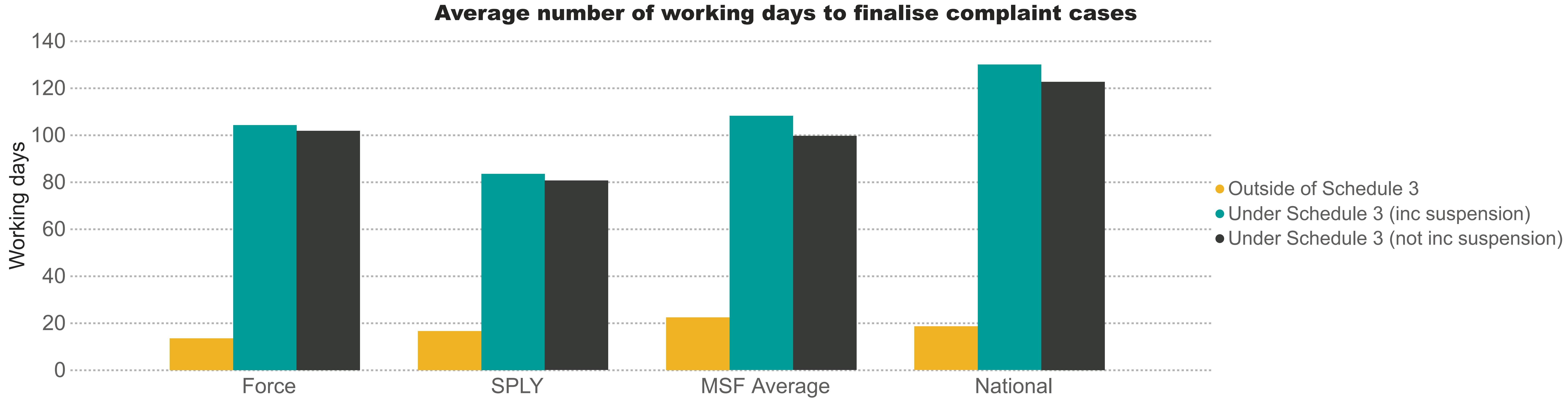


Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	14	17	22	19
Under Schedule 3 (inc suspension)	104	84	108	130
Under Schedule 3 (not inc suspension)	102	81	100	123

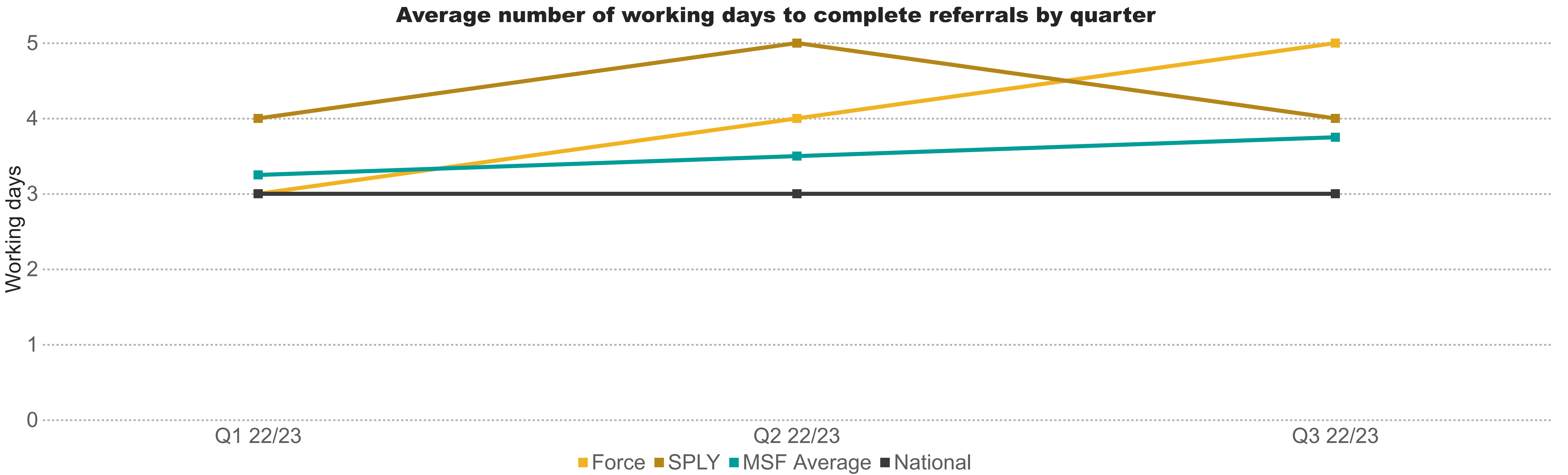
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	61		62	65		4,376	
Number referrals completed	62		64	66		4,377	
Decision: Independent Investigation	2	3%	4	4	9%	311	7%
Decision: Directed Investigation	0	0%	0	1	2%	38	1%
Decision: Local Investigation	42	68%	32	44	62%	2,757	63%
Decision: Return to Force	15	24%	26	17	26%	1,218	28%
Decision: Invalid	3	5%	2	1	1%	50	1%



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.

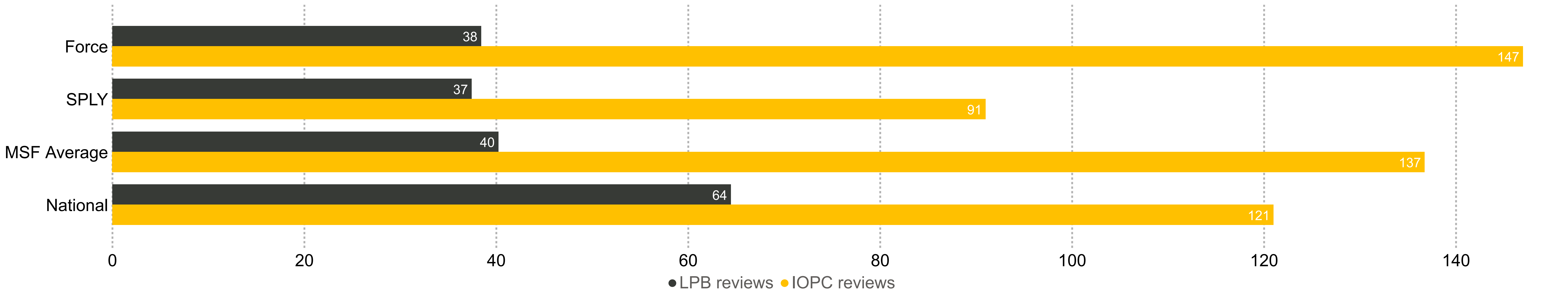


Section D1: Reviews received

	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	463	113	24 %	0	100	6	7
SPLY	570	122	21 %	1	102	5	14
MSF Average	583	111	20 %	4	92	9	6
National	22,256	4,786	22 %	221	3,073	605	887

Section D2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	38	37	40	64
Average number of working days to complete IOPC reviews	147	91	137	121



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 \(February 2020\)](#).

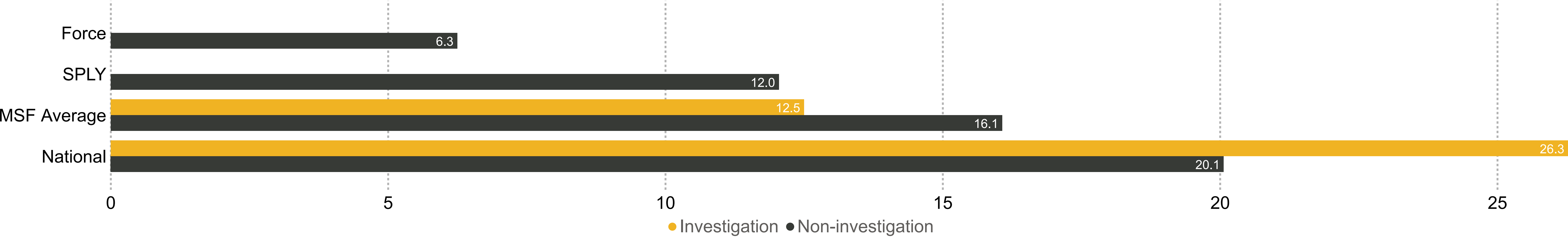
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section D3: Decisions on LPB reviews

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

LPB reviews found not reasonable and proportionate

	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	0		0	112	7	6
SPLY	0		0	83	10	12
MSF Average			13			16
National	274	72	26	3,239	650	20



LPB reviews resulting in recommendations

	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0	7	5	71
SPLY			0	10	7	70
MSF Average			25			78
National	72	64	89	650	592	91



Section D4: Decisions on IOPC reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

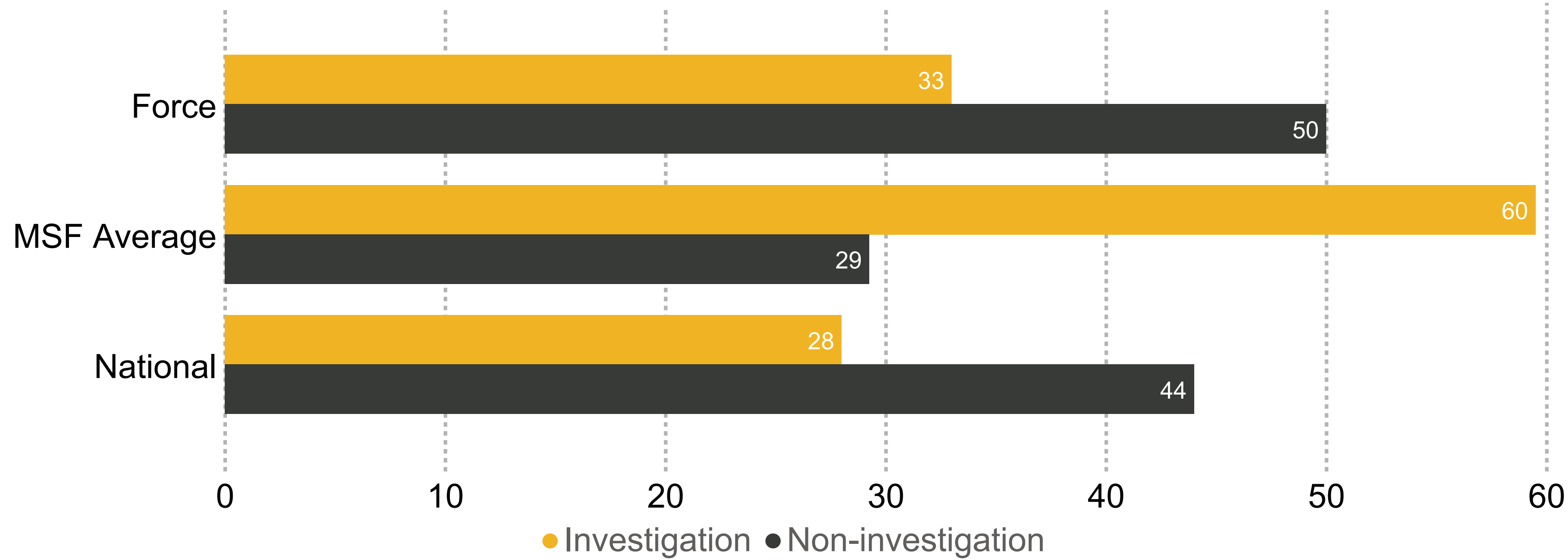
IOPC reviews found not reasonable and proportionate

Note: Number of IOPC reviews in these tables is a new measure, therefore Same Period Last Year is not available.

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	3	1
MSF Average	3	2
National	365	102

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	4	2
MSF Average	2	1
National	615	269

% IOPC reviews found outcome not reasonable and proportionate



MSF average in this chart is calculated as an average of each force's % found not reasonable and proportionate and is not a calculation of figures in the left hand table.

IOPC review recommendations and directions

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	1	0	0	0
MSF Average	2	1	1	
National	102	10	69	68

Percentages not available for MSF group average

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	2	2	100
MSF Average	1	1	
National	269	208	77

Percentages not available for MSF group average

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	1	0 %	2	0 %	10	1 %	125	0 %
Individual learning	0	0 %	1	0 %	36	5 %	244	1 %
Policy review	0	0 %	0	0 %	1	0 %	28	0 %
Goodwill gesture	1	0 %	1	0 %	2	0 %	104	0 %
Apology	25	2 %	22	2 %	151	12 %	3427	9 %
Debrief	25	2 %	13	1 %	15	1 %	343	1 %
Explanation	511	41 %	684	50 %	432	48 %	20445	56 %
No further action	586	47 %	614	45 %	241	25 %	8018	22 %
Informal action by a line manager	0	0 %	0	0 %	8	1 %	53	0 %
Learning from Reflection	6	0 %	8	1 %	5	1 %	472	1 %
Other action	82	7 %	25	2 %	67	6 %	2753	8 %

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

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

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	5	1 %	7	1 %	8	1 %	398	2 %
Individual learning	0	0 %	1	0 %	0	0 %	3	0 %
Apology	21	5 %	23	4 %	40	7 %	1365	6 %
Debrief	1	0 %	2	0 %	1	0 %	260	1 %
Explanation	167	36 %	122	21 %	193	43 %	9801	44 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	1	0 %	2	0 %	14	0 %
No further action	262	57 %	430	75 %	295	42 %	9158	41 %
Other action	11	2 %	12	2 %	7	1 %	411	2 %
Informal action by a line manager	0	0 %	0	0 %	0	0 %	3	0 %
Learning from Reflection	11	2 %	13	2 %	38	8 %	2478	11 %
Referral to RPRP	21	5 %	18	3 %	23	3 %	744	3 %

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

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

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	2	33 %	1	14 %	1	14 %	75	23 %
Unsatisfactory Performance Procedure (UPP)	1	17 %	0	0 %	0	4 %	4	1 %
Other actions following a case to answer decision	0	0 %	1	14 %	0	0 %	15	5 %
Referral to RPRP	1	17 %	3	43 %	1	15 %	85	26 %



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 \(February 2020\)](#).