

# Police Complaints Information Bulletin

**Appropriate Authority: Surrey**

**Reporting Period: 01 April 2022 - 31 March 2023 (Q4 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).

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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

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

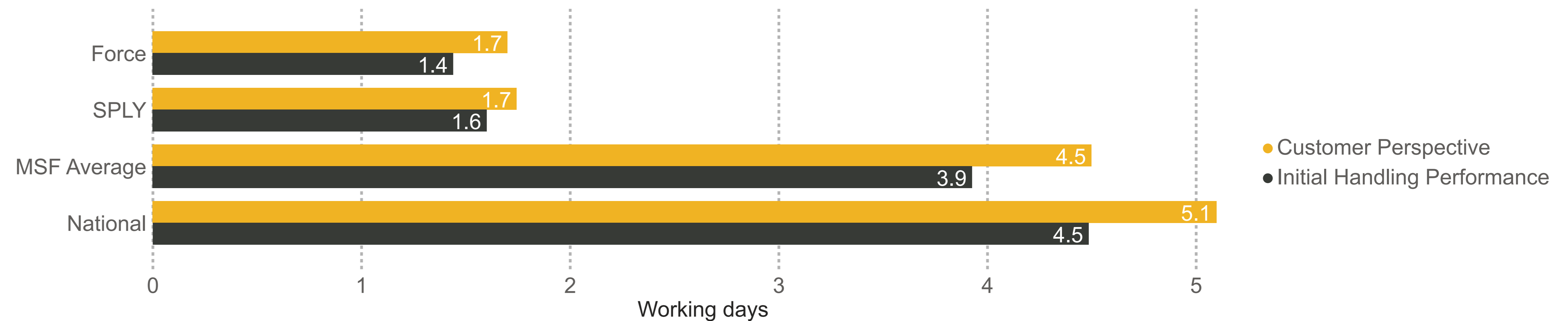
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer's perspective from when they made the complaint and the force's performance of the initial handling from when it 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](https://www.iopc.gov.uk) for explanations of customer perspective, initial handling and invalid dates.

### To contact complainants

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

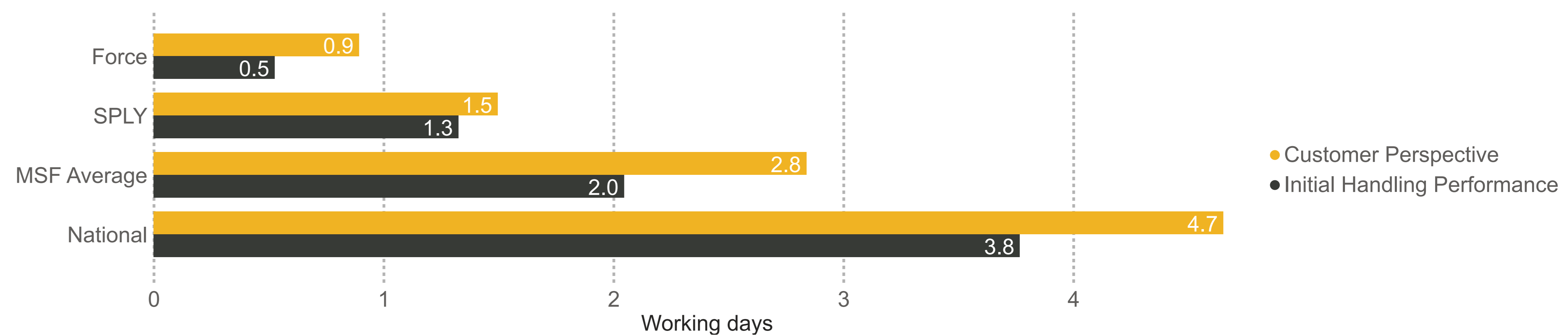
### Average number of working days to contact complainants



### To log complaint cases

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

### Average number of working days to log complaint cases



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

### Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	2,117	2,494	2,078	81,142
No. of complaint cases logged per 1,000 employees	492	584	441	329

### 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	41	8 %	90	12 %	291	39 %	13,120	41 %
Complainant wishes the complaint be recorded	286	53 %	383	49 %	313	30 %	7,333	23 %
Dissatisfaction after initial handling	166	31 %	249	32 %	114	18 %	4,849	15 %
Nature of the allegation(s) in the complaint	45	8 %	52	7 %	74	13 %	6,318	20 %

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

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

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

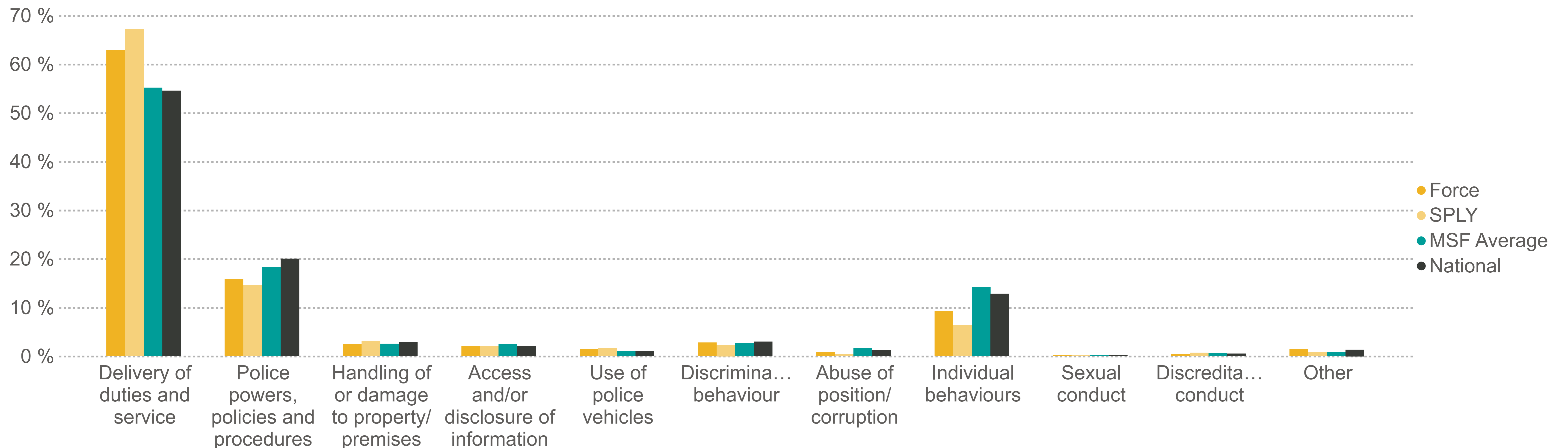
Due to some allegations not having a recorded category, the totals differ in the two tables.

### Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	3,569	3,782	3,450	134,952
No. of allegations logged per 1,000 employees	829	886	705	547

### 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	2,244	565	89	74	53	100	33	330	9	18	54	3,569
SPLY	2,545	555	121	77	64	86	19	241	11	28	35	3,782
MSF Average	1,999	600	83	77	35	108	45	435	10	24	35	3,450
National	73,646	27,072	3,983	2,790	1,436	4,062	1,676	17,353	293	743	1,855	134,909
Force	63 %	16 %	2 %	2 %	1 %	3 %	1 %	9 %	0 %	1 %	2 %	100 %
SPLY	67 %	15 %	3 %	2 %	2 %	2 %	1 %	6 %	0 %	1 %	1 %	100 %
MSF Average	55 %	18 %	3 %	3 %	1 %	3 %	2 %	14 %	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	<b>Total</b>	<b>2,244</b>	<b>63 %</b>	<b>2,545</b>	<b>67 %</b>	<b>1,999</b>	<b>55 %</b>	<b>73,645</b>	<b>55 %</b>
	Police action following contact	164	7 %	222	9 %	616	33 %	32,666	44 %
	Decisions	164	7 %	134	5 %	226	15 %	9,307	13 %
	General level of service	1,817	81 %	2,115	83 %	1,037	45 %	24,653	33 %
Police powers, policies and procedures	Information	99	4 %	74	3 %	121	7 %	7,019	10 %
	<b>Total</b>	<b>565</b>	<b>16 %</b>	<b>555</b>	<b>15 %</b>	<b>600</b>	<b>18 %</b>	<b>27,071</b>	<b>20 %</b>
	Stops, and stop and search	33	6 %	63	11 %	30	5 %	1,578	6 %
	Searches of premises and seizure of property	102	18 %	119	21 %	79	13 %	3,569	13 %
	Power to arrest and detain	153	27 %	112	20 %	113	19 %	4,388	16 %
	Detention in police custody	44	8 %	58	10 %	52	9 %	3,674	14 %
	Bail, identification and interview procedures	24	4 %	21	4 %	35	6 %	1,115	4 %
	Use of force	138	24 %	111	20 %	162	27 %	7,280	27 %
	Evidential procedures	11	2 %	20	4 %	30	5 %	1,967	7 %
	Out of court disposals	4	1 %	16	3 %	8	1 %	430	2 %
	Other policies and procedures	56	10 %	35	6 %	92	14 %	3,069	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 %
	Handling of or damage to property/ premises	<b>Total</b>	<b>89</b>	<b>2 %</b>	<b>121</b>	<b>3 %</b>	<b>77</b>	<b>2 %</b>	<b>3,759</b>
Handling of or damage to property/ premises		89	100 %	121	100 %	77	87 %	3,759	94 %
Discriminatory behaviour	Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %
	<b>Total</b>	<b>100</b>	<b>3 %</b>	<b>86</b>	<b>2 %</b>	<b>108</b>	<b>3 %</b>	<b>4,062</b>	<b>3 %</b>
	Age	0	0 %	0	0 %	1	0 %	42	1 %
	Disability	16	16 %	20	23 %	15	17 %	680	17 %
	Gender reassignment	0	0 %	0	0 %	1	1 %	42	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	50	50 %	51	59 %	62	54 %	2,266	56 %
	Religion or belief	2	2 %	1	1 %	1	1 %	98	2 %
	Sex	18	18 %	7	8 %	16	15 %	513	13 %
	Sexual orientation	2	2 %	2	2 %	3	3 %	112	3 %
	Other	12	12 %	5	6 %	11	9 %	301	7 %
	Individual behaviours	<b>Total</b>	<b>330</b>	<b>9 %</b>	<b>241</b>	<b>6 %</b>	<b>435</b>	<b>14 %</b>	<b>17,351</b>
Unprofessional attitude and disrespect		122	37 %	35	15 %	157	35 %	5,020	29 %
Lack of fairness and impartiality		25	8 %	30	12 %	71	15 %	2,638	15 %
Overbearing or harassing behaviours		63	19 %	26	11 %	89	19 %	3,089	18 %
Impolite language / tone		73	22 %	114	47 %	63	16 %	4,517	26 %
Impolite and intolerant actions		47	14 %	36	15 %	55	15 %	2,087	12 %

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

Factors	Allegation category											
	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Arrest	59	206	3	0	0	11	1	16	4	1	1	302
Call Handling	113	0	0	1	0	6	0	12	0	0	0	132
Child protection / CSA / CSE	36	4	1	1	0	1	0	2	0	0	2	47
Coronavirus – other	0	1	0	0	0	0	0	1	0	0	0	2
Covert policing	0	1	0	0	0	0	0	0	0	0	1	2
Custody	45	61	1	1	1	4	0	8	1	0	3	125
Death	25	1	3	0	0	0	0	1	0	0	0	30
Domestic / gender abuse	70	16	0	2	0	6	0	3	1	0	1	99
Drugs / alcohol	19	8	0	3	0	1	1	4	0	2	0	38
Firearms	22	2	1	3	0	0	0	2	0	0	0	30
Fraud	16	0	0	1	0	0	1	0	0	0	0	18
Hate Crime	21	5	0	0	0	12	0	0	0	0	2	40
Investigation	980	73	26	12	0	27	4	47	0	1	10	1,180
Mental health	22	13	1	2	1	2	4	6	0	0	9	60
Missing persons	5	3	1	0	0	0	0	1	0	0	0	10
Neighbourhood policing	84	6	0	1	0	3	0	4	0	0	2	100
None	829	140	47	46	15	31	20	190	2	11	23	1,354
Police dogs or horses	0	1	0	0	0	0	0	2	0	0	0	3
Premises search	4	44	8	0	0	2	0	8	0	0	0	66
Public order incident	5	3	0	0	0	0	0	0	0	0	0	8
Restraint equipment	3	22	0	0	0	0	0	0	0	0	0	25
Roads/traffic	113	46	4	0	36	6	1	27	0	0	4	237
Serious injury	3	3	1	0	0	0	0	0	0	0	0	7
Social media	9	2	1	6	0	1	1	3	0	0	1	24
Stop and/or search	9	30	0	0	0	8	0	7	1	0	0	55
Taser	0	5	0	0	0	0	0	0	0	0	0	5
VAWG - dissatisfaction handling	98	5	0	2	0	3	0	11	0	0	1	120
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	1	3	0	4

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.

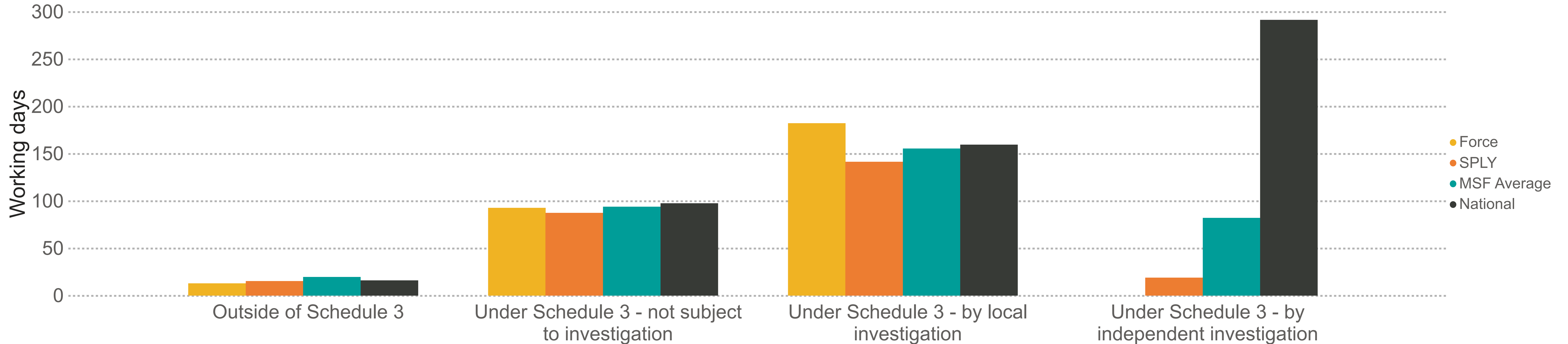
## Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	13	15	20	16
Under Schedule 3 - not subject to investigation	93	87	94	98
Under Schedule 3 - by local investigation	182	142	155	159
Under Schedule 3 - by directed investigation	0	0	0	447
Under Schedule 3 - by independent investigation	0	19	82	292

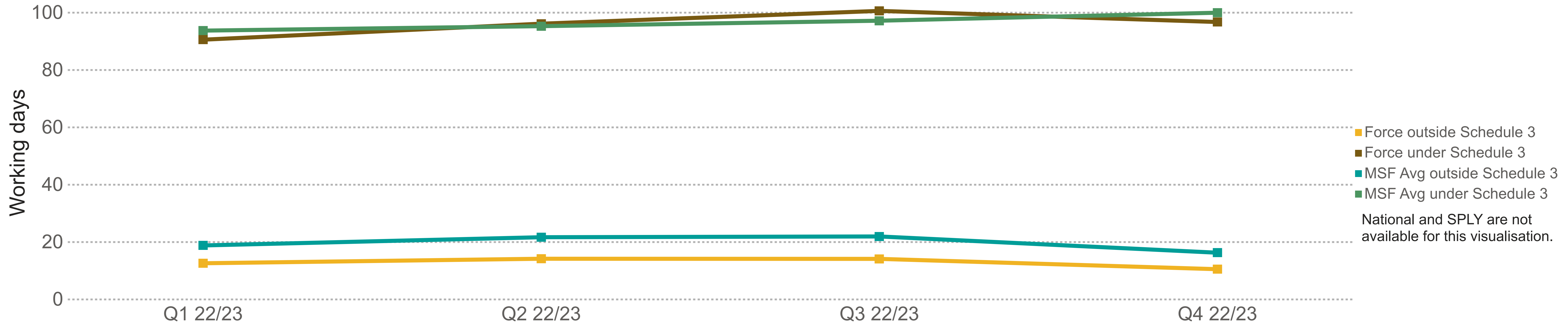
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated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



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## 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)	49	1 %	1027	21 %	15,536	12 %
Under Schedule 3 investigated (subject to special procedures)	26	1 %	22	1 %	1,562	1 %
Under Schedule 3 - not investigated	1,897	52 %	849	35 %	54,707	43 %
Outside of Schedule 3	1,644	45 %	1382	44 %	55,524	44 %
<b>Total</b>	<b>3,616</b>	<b>100 %</b>	<b>3279</b>	<b>100 %</b>	<b>127,329</b>	<b>100 %</b>

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

How allegations were handled	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					8 %	148	9 %	4,797			1 %	20	2 %	1	5 %	727
Regulation 41 applies					0 %	1	0 %	53					2 %	1	1 %	92
Service provided - unable to determine			0 %	1	10 %	197	7 %	3,776			1 %	12	6 %	3	6 %	921
Service provided - not acceptable					9 %	169	14 %	7,640	15 %	4	4 %	66	14 %	7	12 %	1,909
Service provided - acceptable					72 %	1360	67 %	36,437			21 %	321	76 %	37	74 %	11,422
Not Resolved	16 %	265	8 %	4,590												
Resolved	84 %	1379	92 %	50,931												
No Case to Answer									62 %	16	47 %	736				
Case to Answer									19 %	5	24 %	372				
Withdrawal					1 %	22	4 %	1,988	4 %	1	2 %	34			3 %	458
<b>Total</b>	<b>45 %</b>	<b>1644</b>	<b>44 %</b>	<b>55,522</b>	<b>52 %</b>	<b>1897</b>	<b>43 %</b>	<b>54,691</b>	<b>1 %</b>	<b>26</b>	<b>1 %</b>	<b>1,561</b>	<b>1 %</b>	<b>49</b>	<b>12 %</b>	<b>15,529</b>

## 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	71	37	2	9	0	4	6	10	4	1	5	149
Regulation 41 applies	1	1	0	0	0	0	0	0	0	0	0	2
Service provided - unable to determine	102	42	3	11	2	7	3	25	0	1	4	200
Service provided - not acceptable	114	31	5	6	1	0	2	16	0	1	4	180
Service provided - acceptable	873	285	23	22	7	43	10	106	1	1	26	1,397
Not Resolved	158	40	9	5	8	9	5	28	1	0	2	265
Resolved	965	135	52	23	35	34	4	120	1	2	8	1,379
No Case to Answer	0	2	0	0	1	1	0	5	1	6	0	16
Case to Answer	1	1	0	0	0	0	0	1	0	2	0	5
Withdrawal	8	5	1	2	0	5	1	1	0	0	0	23



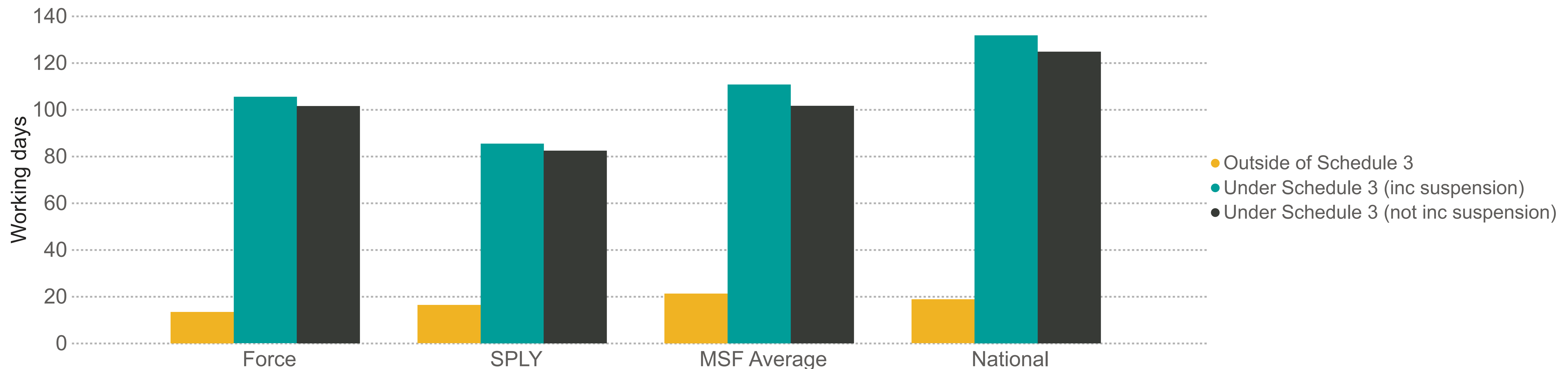
## Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	13	16	21	19
Under Schedule 3 (inc suspension)	105	85	111	132
Under Schedule 3 (not inc suspension)	102	82	102	125

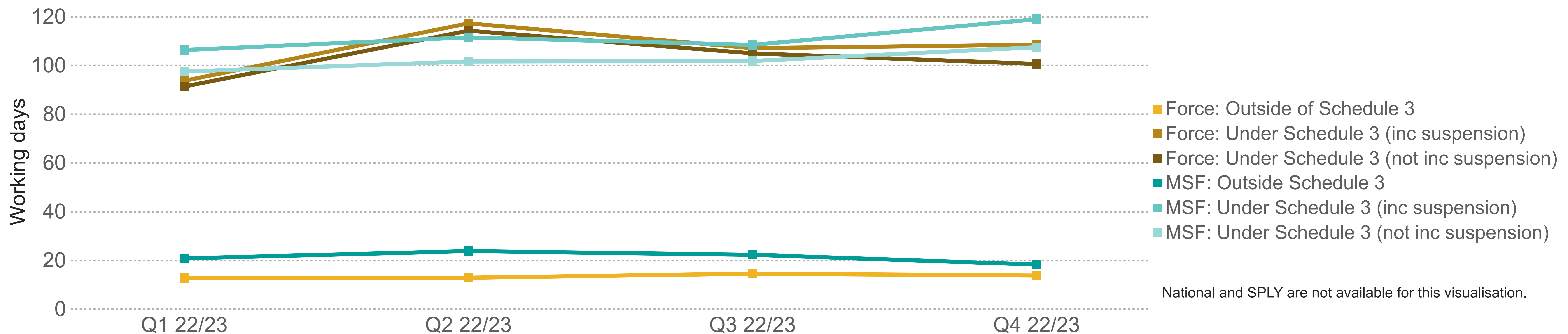
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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

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

### Average number of working days to finalise complaint cases



### Average number of working days to finalise complaint cases by quarter



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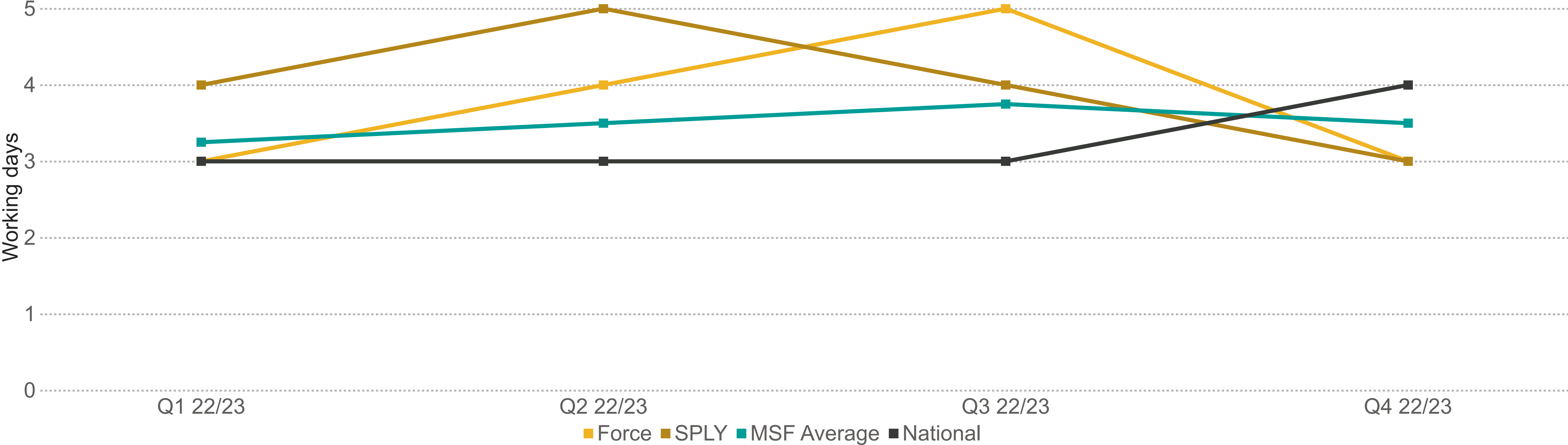
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## Section C: Referrals

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	86		81	93		6,083	
Number referrals completed	86		82	92		6,088	
Decision: Independent Investigation	5	6%	4	6	9%	420	7%
Decision: Directed Investigation	0	0%	1	2	2%	58	1%
Decision: Local Investigation	55	64%	42	57	58%	3,852	63%
Decision: Return to Force	23	27%	33	27	29%	1,679	28%
Decision: Invalid	3	3%	2	1	1%	75	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.

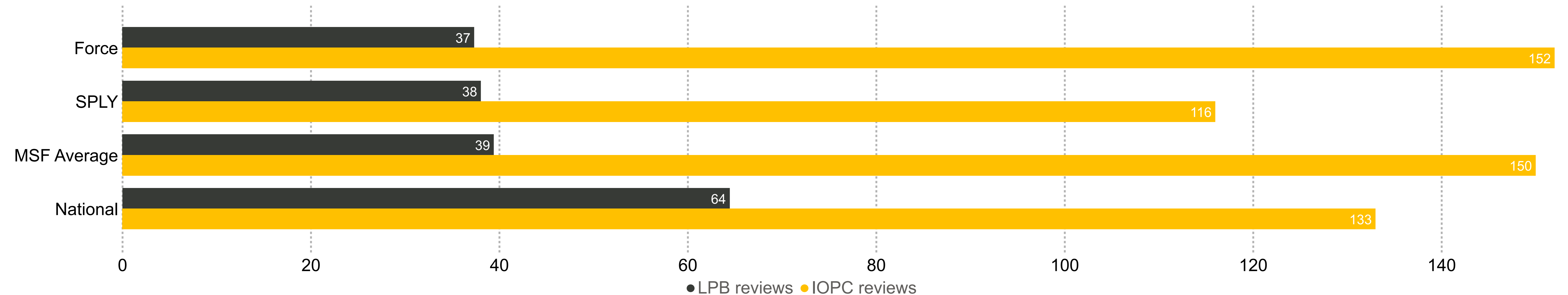
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

## 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	635	144	23 %	0	127	7	10
SPLY	714	164	23 %	1	142	7	14
MSF Average	792	147	19 %	58	68	12	9
National	30,521	6,357	21 %	486	3,880	803	1,188

## Section D2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	37	38	39	64
Average number of working days to complete IOPC reviews	152	116	150	133



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 \(February 2020\)](#).

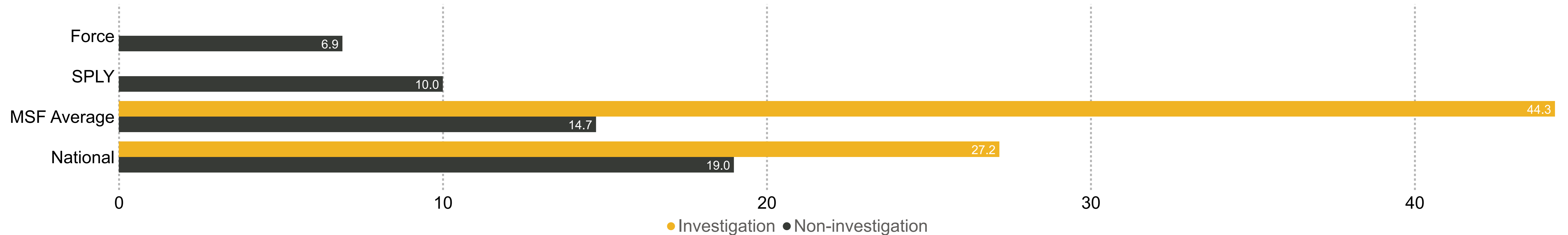
Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

## 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	145	10	7
SPLY	0		0	110	11	10
MSF Average			44			15
National	574	156	27	4,093	777	19



### 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	10	9	90
SPLY			0	11	8	73
MSF Average			75			83
National	156	144	92	777	695	89

## 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.

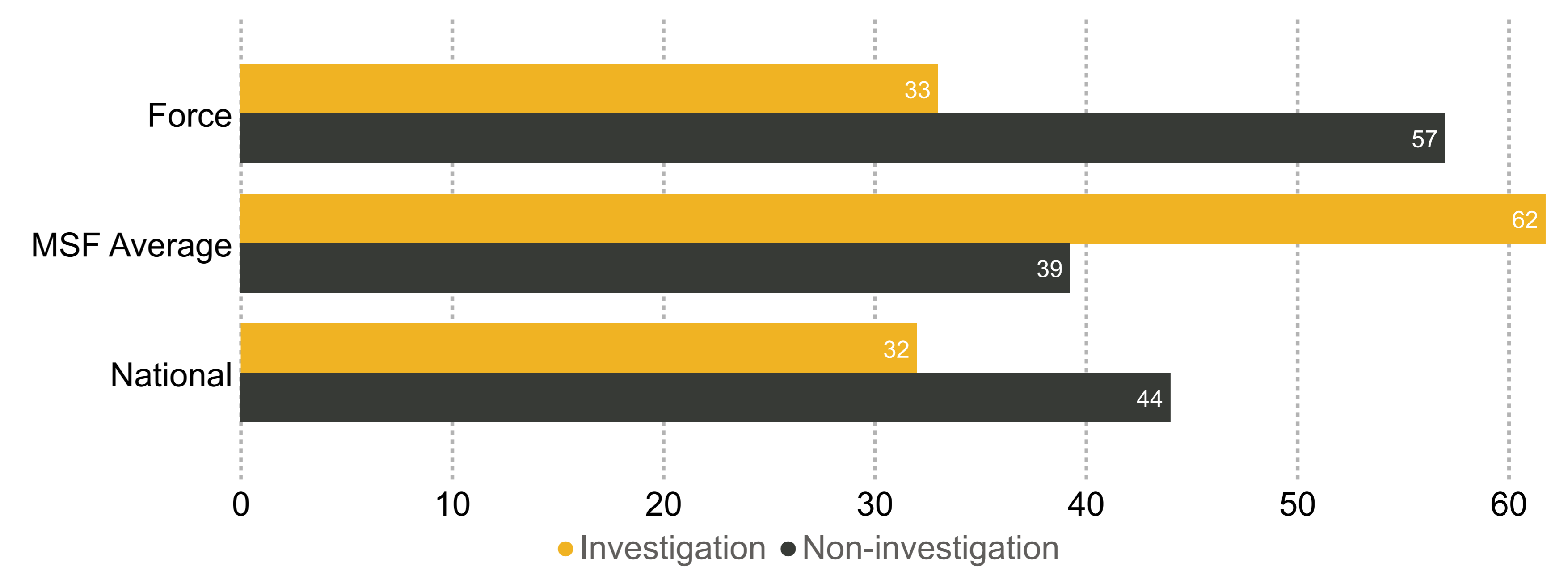
### IOPC reviews found not reasonable and proportionate

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	6	2
MSF Average	6	3
National	551	178

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	7	4
MSF Average	4	2
National	949	421

### % 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	2	1	0	0
MSF Average	3	1	2	
National	178	15	111	63

Percentages not available for MSF group average

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	4	3	75
MSF Average	2	2	
National	421	318	75

Percentages not available for MSF group average

# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2022 - 31 March 2023 (Q4 2022/23)



## 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 %	15	2 %	173	0 %
Learning from reflection	7	0 %	9	1 %	66	7 %	1064	2 %
Policy review	0	0 %	0	0 %	1	0 %	35	0 %
Goodwill gesture	1	0 %	1	0 %	3	0 %	150	0 %
Apology	33	2 %	26	1 %	195	12 %	4546	9 %
Debrief	34	2 %	13	1 %	20	1 %	433	1 %
Explanation	748	49 %	823	47 %	611	50 %	27778	58 %
No further action	621	40 %	839	48 %	281	23 %	9943	21 %
Other action	95	6 %	28	2 %	90	6 %	3781	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	7	1 %	9	1 %	13	2 %	547	2 %
Apology	29	5 %	26	4 %	52	7 %	1876	6 %
Debrief	2	0 %	2	0 %	2	0 %	343	1 %
Explanation	305	48 %	161	23 %	276	45 %	14021	46 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	3	0 %	2	0 %	18	0 %
No further action	284	45 %	529	74 %	393	40 %	12107	40 %
Other action	13	2 %	15	2 %	9	1 %	567	2 %
Learning from reflection	21	3 %	21	3 %	58	9 %	3415	11 %
Referral to RPRP	28	4 %	29	4 %	32	3 %	998	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	3	33 %	2	17 %	3	31 %	113	24 %
Unsatisfactory Performance Procedure (UPP)	1	11 %	0	0 %	0	3 %	6	1 %
Other actions following a case to answer decision	1	11 %	1	8 %	1	4 %	24	5 %
Referral to RPRP	1	11 %	5	42 %	1	14 %	113	24 %

## Notes

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