

# Police Complaints Information Bulletin

**Appropriate Authority: Surrey**

**Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)**

**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 (where applicable) and with the overall result for all forces (national).

## Notes on this bulletin

Section titles (from Section B onwards) have been renamed following removal of a section.

## 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 B: Referrals

Section C1: Reviews received

Section C2: Reviews timeliness

Section C3: Decisions on LPB reviews

Section C4: Decisions on IOPC reviews

Section D1.1: Complaint cases timeliness outside of Schedule 3

Section D1.2: Complaint cases timeliness under Schedule 3

Section D2.1: Allegation actions – on complaint cases handled outside of Schedule 3

Section D2.2: Allegation actions – on 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

**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	1	1
MSF Average	2	2
National	5	4

### To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	1	0
SPLY	1	0
MSF Average	4	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

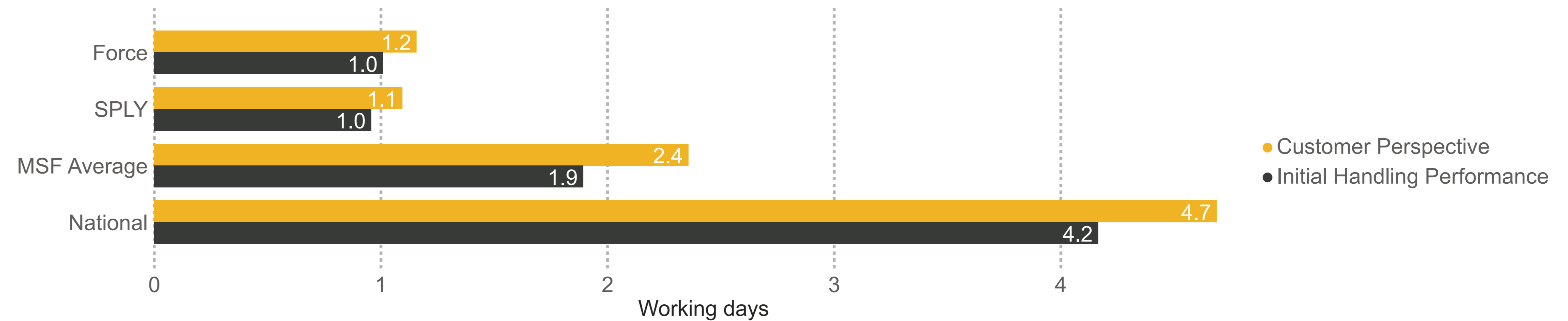
	Force	SPLY	MSF Average	National
Complaint cases logged	546	530	511	20,503
Complaint cases logged per 1,000 employees	126	123	108	81

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

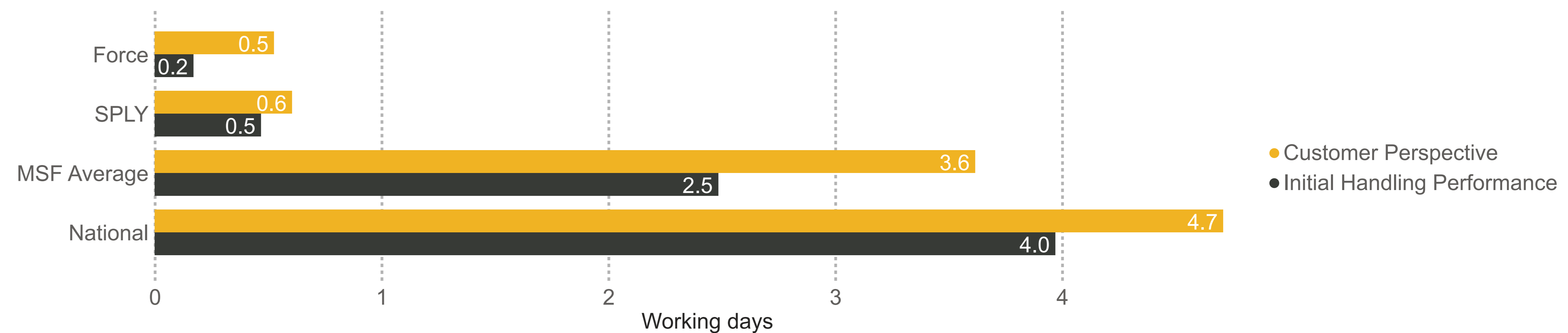
The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	5	4 %	12	9 %	51	33 %	3,253	44 %
Complainant wishes the complaint be recorded	72	60 %	71	54 %	89	37 %	1,615	22 %
Dissatisfaction after initial handling	29	24 %	44	33 %	22	15 %	921	12 %
Nature of the allegation(s) in the complaint	15	12 %	5	4 %	18	15 %	1,673	22 %

### Average number of working days to contact complainants



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





# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)

## 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.

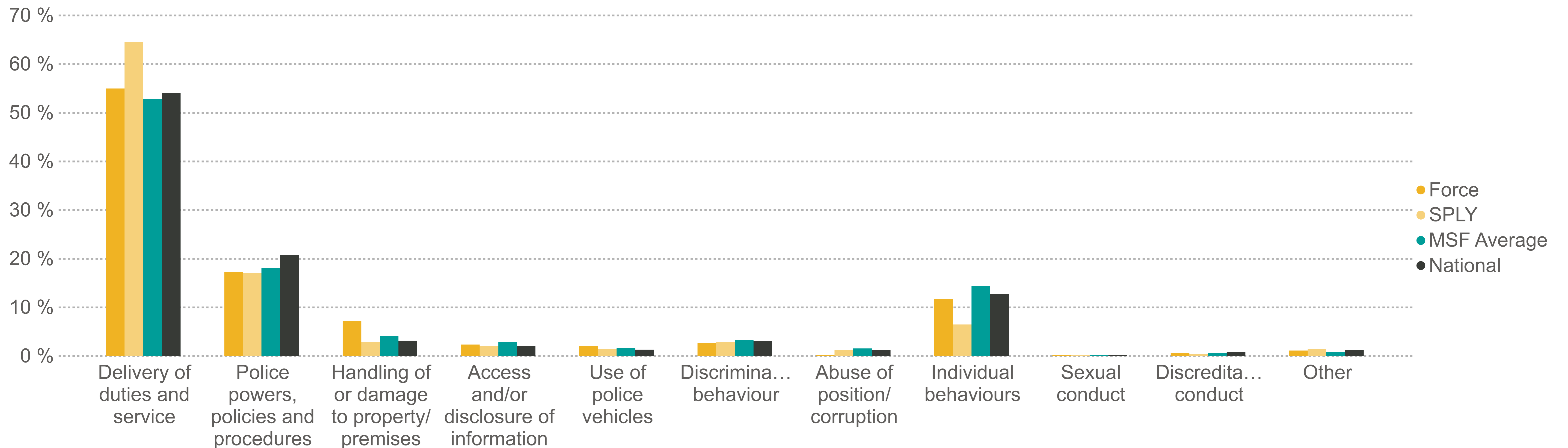
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

### Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	912	841	779	36,667
Allegations logged per 1,000 employees	210	195	169	145

### 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	501	157	65	21	19	24	1	107	2	5	10	912
SPLY	542	143	24	17	11	24	10	54	2	3	11	841
MSF Average	431	140	34	20	13	23	9	97	1	3	7	779
National	19,800	7,573	1,143	742	464	1,113	444	4,640	84	250	413	36,666
Force	55 %	17 %	7 %	2 %	2 %	3 %	0 %	12 %	0 %	1 %	1 %	100 %
SPLY	64 %	17 %	3 %	2 %	1 %	3 %	1 %	6 %	0 %	0 %	1 %	100 %
MSF Average	53 %	18 %	4 %	3 %	2 %	3 %	2 %	14 %	0 %	0 %	1 %	100 %
National	54 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %





# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)



## 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. Allegations where the subcategory is 'none' are omitted from this table.

Category	Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Police powers, policies and procedures	<b>Total</b>	<b>157</b>	<b>17 %</b>	<b>143</b>	<b>17 %</b>	<b>140</b>	<b>18 %</b>	<b>7,568</b>	<b>21 %</b>
	Stops, and stop and search	7	4 %	13	9 %	8	5 %	437	6 %
	Searches of premises and seizure of property	20	13 %	26	18 %	15	12 %	920	12 %
	Power to arrest and detain	35	22 %	29	20 %	25	18 %	1,249	16 %
	Detention in police custody	15	10 %	11	8 %	11	9 %	1,013	13 %
	Bail, identification and interview procedures	8	5 %	8	6 %	11	8 %	322	4 %
	Use of force	48	31 %	32	22 %	39	27 %	2,094	28 %
	Evidential procedures	5	3 %	1	1 %	9	6 %	550	7 %
	Out of court disposals	2	1 %	0	0 %	2	1 %	121	2 %
	Other policies and procedures	17	11 %	23	16 %	23	15 %	862	11 %
Delivery of duties and service	<b>Total</b>	<b>501</b>	<b>55 %</b>	<b>542</b>	<b>64 %</b>	<b>431</b>	<b>53 %</b>	<b>19,799</b>	<b>54 %</b>
	Police action following contact	20	4 %	51	9 %	132	35 %	8,710	44 %
	Decisions	29	6 %	31	6 %	54	16 %	2,575	13 %
	Handling of or damage to property/ premises	0	0 %	0	0 %	0	0 %	1	0 %
	Disclosure of information	0	0 %	0	0 %	0	0 %	1	0 %
	General level of service	435	87 %	441	81 %	222	43 %	6,577	33 %
	Information	17	3 %	19	4 %	23	7 %	1,935	10 %
Handling of or damage to property/ premises	<b>Total</b>	<b>65</b>	<b>7 %</b>	<b>24</b>	<b>3 %</b>	<b>33</b>	<b>4 %</b>	<b>1,100</b>	<b>3 %</b>
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	3	0 %
	Handling of or damage to property/ premises	65	100 %	24	100 %	33	89 %	1,097	96 %
Discriminatory behaviour	Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %
	<b>Total</b>	<b>24</b>	<b>3 %</b>	<b>24</b>	<b>3 %</b>	<b>23</b>	<b>3 %</b>	<b>1,113</b>	<b>3 %</b>
	Decisions	0	0 %	0	0 %	0	0 %	1	0 %
	Age	1	4 %	0	0 %	1	6 %	18	2 %
	Disability	5	21 %	4	17 %	4	19 %	181	16 %
	Gender reassignment	0	0 %	0	0 %	0	0 %	6	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	3	0 %
	Race	13	54 %	10	42 %	11	47 %	585	53 %
	Religion or belief	1	4 %	0	0 %	0	1 %	28	3 %
	Sex	3	13 %	8	33 %	4	16 %	160	14 %
	Sexual orientation	0	0 %	0	0 %	1	3 %	38	3 %
	Other	1	4 %	2	8 %	2	7 %	93	8 %
	Individual behaviours	<b>Total</b>	<b>107</b>	<b>12 %</b>	<b>54</b>	<b>6 %</b>	<b>97</b>	<b>14 %</b>	<b>4,640</b>
Police action following contact		0	0 %	0	0 %	0	0 %	2	0 %
Searches of premises and seizure of property		0	0 %	0	0 %	0	0 %	1	0 %
Use of force		0	0 %	0	0 %	0	0 %	3	0 %
General level of service		0	0 %	0	0 %	0	0 %	4	0 %
Unprofessional attitude and disrespect		32	30 %	19	35 %	31	33 %	1,316	28 %
Lack of fairness and impartiality		5	5 %	4	7 %	10	10 %	623	13 %
Overbearing or harassing behaviours		24	22 %	8	15 %	17	17 %	826	18 %
Impolite language / tone		25	23 %	21	39 %	18	18 %	1,220	26 %
Impolite and intolerant actions		21	20 %	2	4 %	22	22 %	645	14 %



# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)



## 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	11	66	4	0	0	2	0	3	0	2	0	88
Child protection / CSA / CSE	15	0	0	0	0	0	0	0	0	0	0	15
Coronavirus – other	0	0	0	0	0	0	0	1	0	0	0	1
Coronavirus – police powers on infectiou	1	0	0	0	0	0	0	0	0	0	0	1
Custody	15	25	3	0	0	1	0	5	0	0	1	50
Death	3	0	0	0	0	0	0	1	0	0	0	4
Domestic / gender abuse	19	7	1	0	0	0	0	0	0	1	1	29
Drugs / alcohol	3	3	3	5	0	1	0	2	0	0	0	17
Firearms	7	3	2	0	0	0	0	0	0	0	0	12
Fraud	3	0	0	0	0	1	0	1	0	0	0	5
Investigation	224	23	17	0	0	6	0	15	0	0	0	285
Mental health	7	4	0	2	0	0	0	4	0	0	0	17
Missing persons	0	2	1	0	0	0	0	0	0	0	0	3
Neighbourhood policing	23	4	0	0	0	2	0	8	0	0	0	37
None	189	41	32	13	2	6	1	51	1	1	5	342
Police dogs or horses	0	0	0	0	0	0	0	0	0	0	1	1
Premises search	5	9	8	0	0	0	0	4	0	0	0	26
Public order incident	0	0	0	0	0	0	0	0	0	1	0	1
Restraint equipment	0	3	0	0	0	0	0	0	0	0	0	3
Roads/traffic	25	5	5	1	17	6	0	12	0	0	2	73
Serious injury	1	2	0	0	0	0	0	0	0	0	0	3
Social media	2	0	0	1	0	0	0	0	0	0	0	3
Stop and/or search	0	7	1	0	0	1	0	2	0	0	0	11
Taser	0	3	0	0	0	0	0	0	0	0	0	3

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.

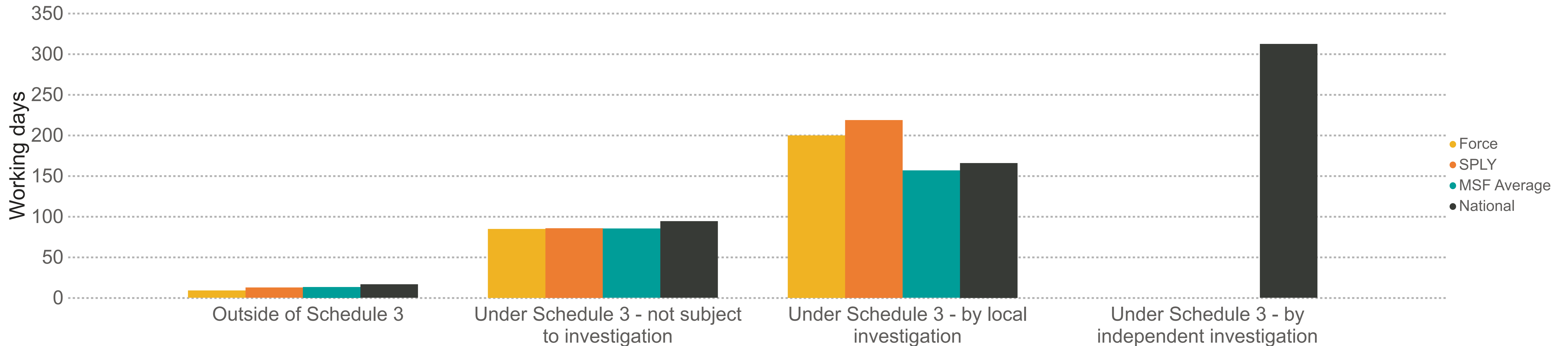
## Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	9	13	13	17
Under Schedule 3 - not subject to investigation	85	86	85	94
Under Schedule 3 - by local investigation	200	219	157	166
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	0	0	0	312

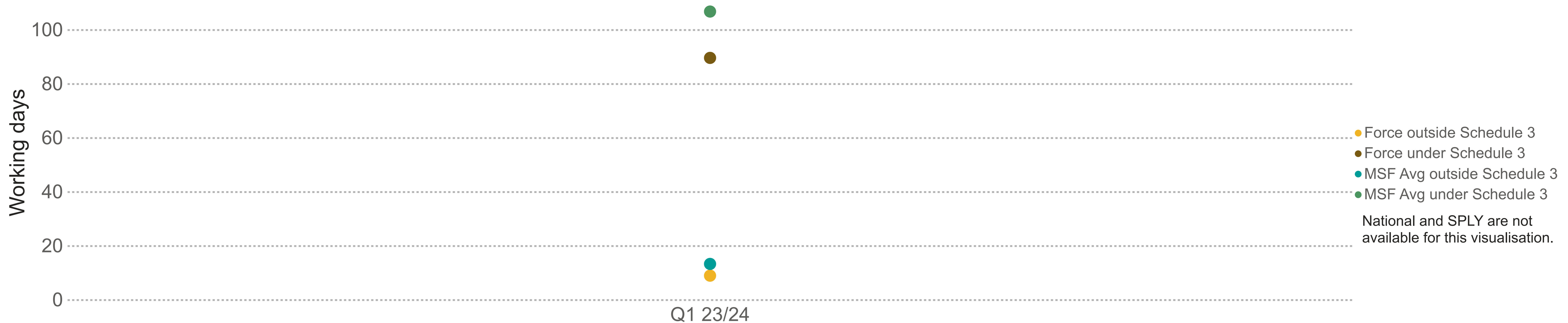
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated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





# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)

## 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)	12	1 %	253	21 %	3,793	12 %
Under Schedule 3 investigated (subject to special procedures)	9	1 %	9	1 %	296	1 %
Under Schedule 3 - not investigated	480	54 %	225	35 %	13,614	43 %
Outside of Schedule 3	386	44 %	336	43 %	14,274	45 %
<b>Total</b>	<b>887</b>	<b>100 %</b>	<b>823</b>	<b>100 %</b>	<b>31,977</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					6 %	29	9 %	1,260			1 %	2			3 %	109
Regulation 41 applies					0 %	1	0 %	6			1 %	2			1 %	27
Service provided - unable to determine					11 %	54	8 %	1,026			2 %	7	8 %	1	8 %	294
Service provided - not acceptable					13 %	63	13 %	1,767			5 %	14	17 %	2	12 %	447
Service provided - acceptable					69 %	330	67 %	9,148			20 %	58	75 %	9	74 %	2,824
Not Resolved	7 %	28	7 %	1,006												
Resolved	93 %	358	93 %	13,268												
No Case to Answer									100 %	9	47 %	138				
Case to Answer											24 %	70				
Withdrawal					1 %	3	3 %	406			2 %	5			2 %	92
<b>Total</b>	<b>44 %</b>	<b>386</b>	<b>45 %</b>	<b>14,274</b>	<b>54 %</b>	<b>480</b>	<b>43 %</b>	<b>13,613</b>	<b>1 %</b>	<b>9</b>	<b>1 %</b>	<b>296</b>	<b>1 %</b>	<b>12</b>	<b>12 %</b>	<b>3,793</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	20	4	0	1	0	0	0	2	1	0	1	29
Regulation 41 applies	1	0	0	0	0	0	0	0	0	0	0	1
Service provided - unable to determine	36	5	3	0	3	0	0	8	0	0	0	55
Service provided - not acceptable	39	10	3	3	0	3	0	6	0	0	1	65
Service provided - acceptable	182	84	11	7	0	8	1	41	1	0	4	339
Not Resolved	17	4	0	1	1	0	0	4	0	0	1	28
Resolved	226	37	24	4	10	6	0	45	0	1	5	358
No Case to Answer	1	3	0	0	0	1	0	1	0	3	0	9
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	0	1	0	0	0	1	0	1	0	0	0	3



# Police Complaints Information Bulletin

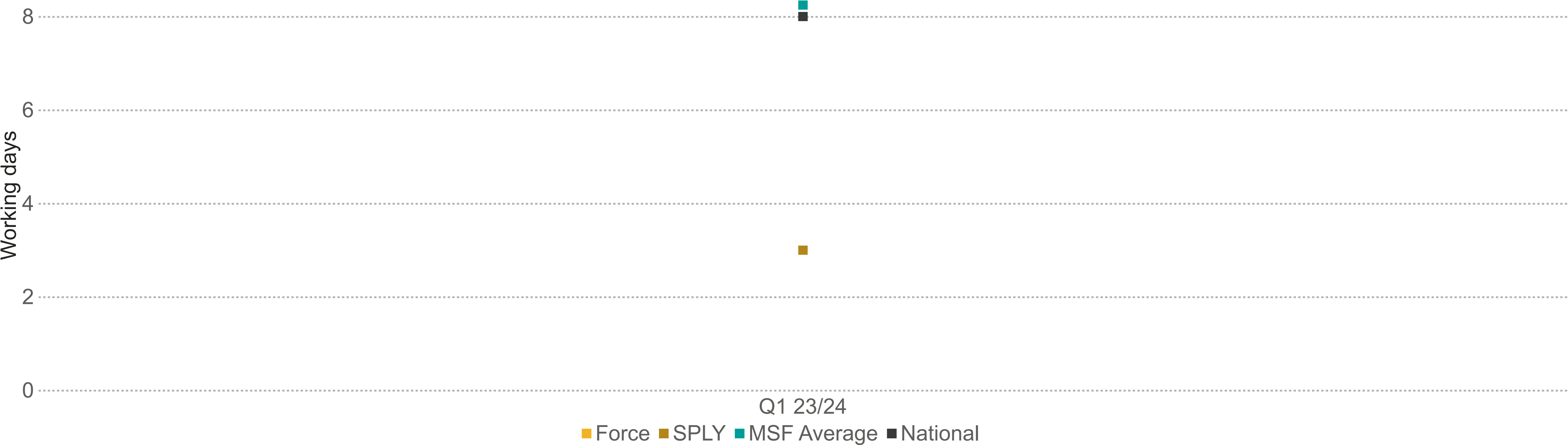
Appropriate Authority: Surrey

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)

## Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	32	12	25	1,785
Number referrals completed	25	13	21	1,558
Decision: Independent Investigation	0	1	1	120
Decision: Directed Investigation	0	0	0	9
Decision: Local Investigation	19	9	15	990
Decision: Return to Force	6	3	5	417
Decision: Invalid	0	0	1	22

**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.

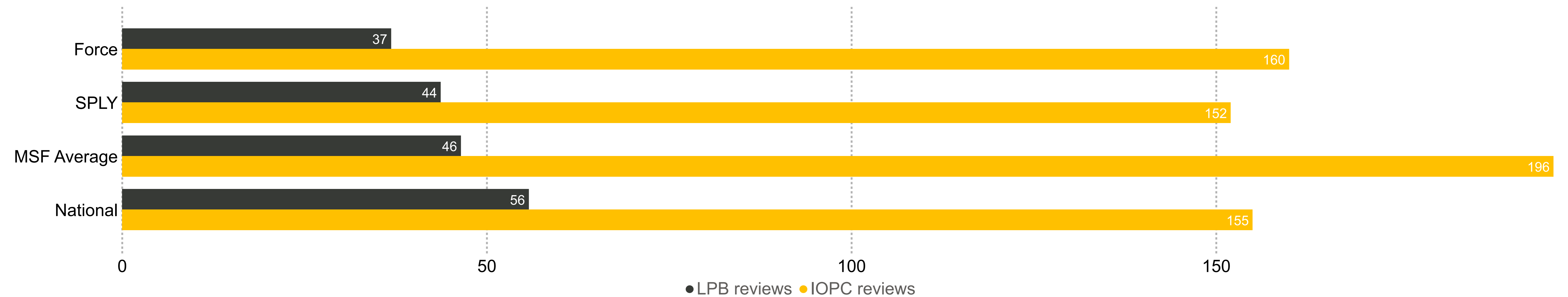
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

## Section C1: 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	152	34	22 %	0	34	0	0
SPLY	180	48	27 %	0	46	1	1
MSF Average	186	34	19 %	12	18	3	2
National	6,941	1,511	22 %	94	939	190	288

## Section C2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	37	44	46	56
Average number of working days to complete IOPC reviews	160	152	196	155



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.

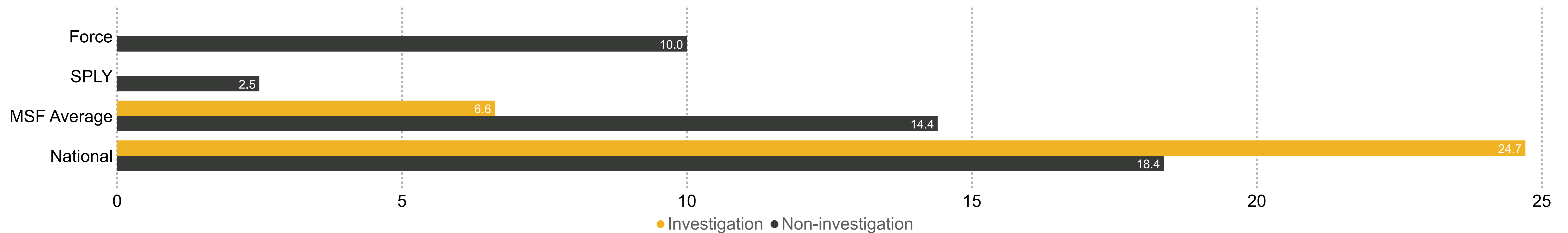


## Section C3: Decisions on LPB reviews

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

Force	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	40	4	10
SPLY	0		0	40	1	3
MSF Average			7			14
National	89	22	25	909	167	18



### LPB reviews resulting in recommendations

Force	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	4	2	50
SPLY			0	1	1	100
MSF Average			25			56
National	22	21	95	167	145	87

## Section C4: Decisions on IOPC reviews

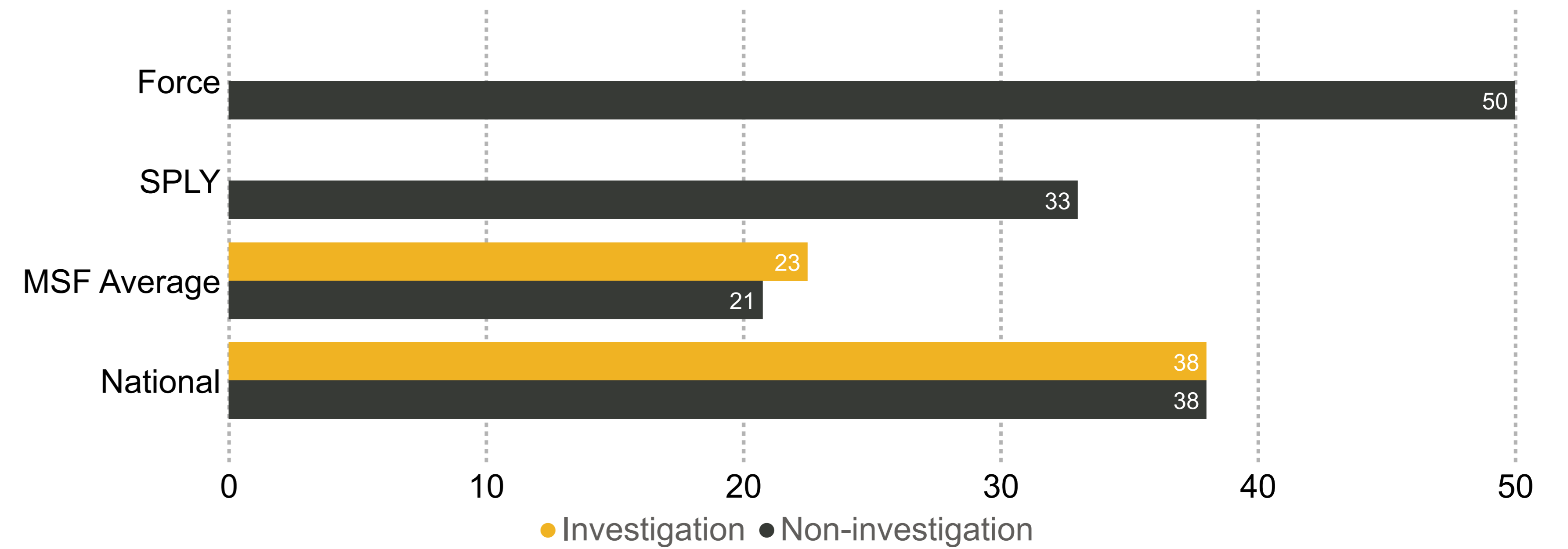
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

### IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	2	0
SPLY	1	0
MSF Average	4	1
National	184	69

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	2	1
SPLY	3	1
MSF Average	3	1
National	311	117

### % 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	0	0	0	0
SPLY	0	0	0	0
MSF Average	1	0	1	
National	69	6	47	68

Percentages not available for MSF group average

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	1	1	100
SPLY	1	1	100
MSF Average	1	1	
National	117	77	66

Percentages not available for MSF group average



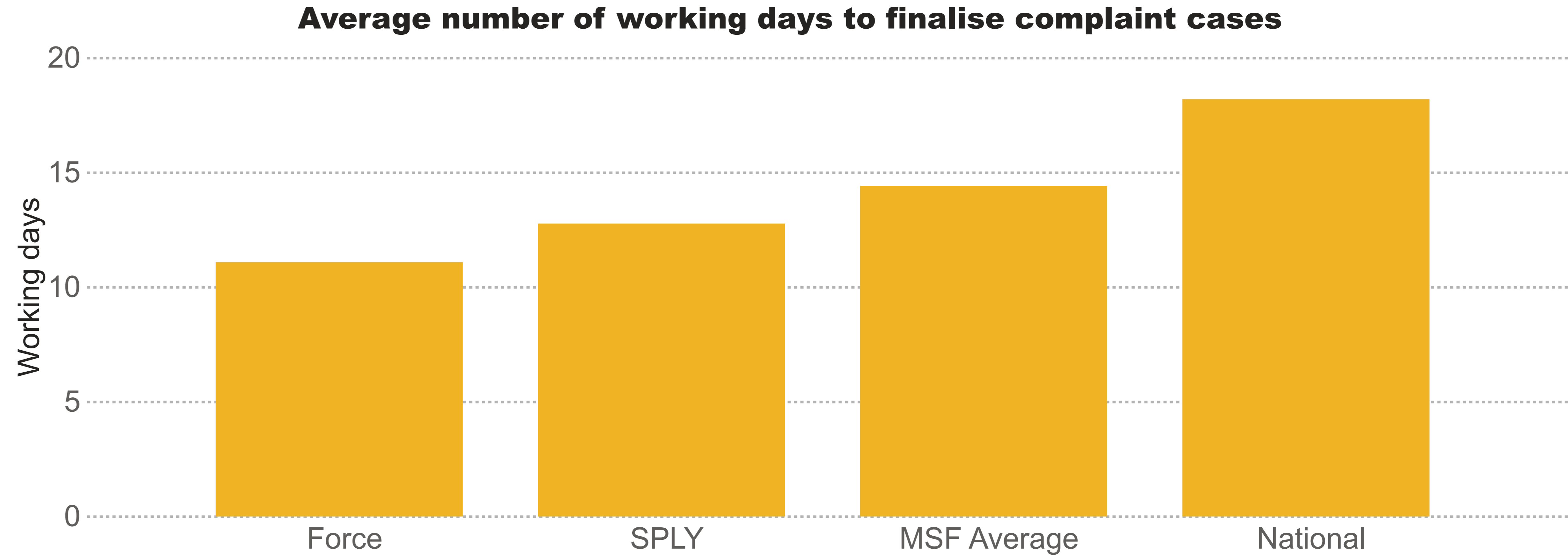
## Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

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

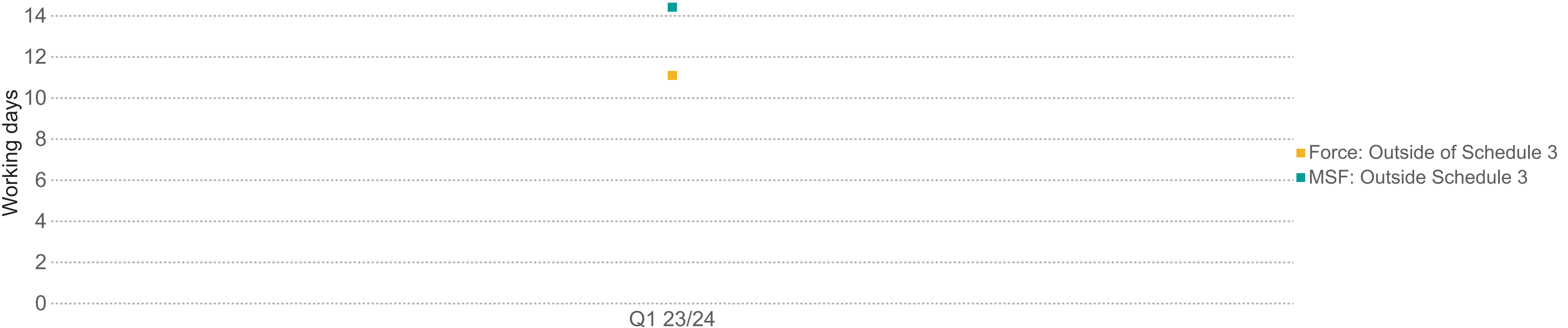
Force	SPLY	MSF Average	National
11	13	14	18

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 by quarter



National and SPLY are not available for this visualisation.

## Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

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

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	107	94	117	137
Under Schedule 3 (not inc suspension)	98	91	110	131

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





# Police Complaints Information Bulletin

Appropriate Authority: Surrey

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)



## Section D2.1: 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 %	0	0 %	2	1 %	38	0 %
Learning from reflection	0	0 %	0	0 %	9	4 %	273	2 %
Policy review	0	0 %	0	0 %	1	0 %	6	0 %
Goodwill gesture	0	0 %	1	0 %	1	0 %	48	0 %
Apology	5	1 %	3	1 %	44	12 %	1108	9 %
Debrief	5	1 %	0	0 %	3	1 %	99	1 %
Explanation	307	89 %	127	32 %	206	67 %	6967	58 %
No further action	28	8 %	263	66 %	33	12 %	1902	16 %
Other action	0	0 %	1	0 %	13	4 %	974	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 D2.2: 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	1	1 %	2	1 %	4	2 %	160	2 %
Apology	16	11 %	13	7 %	17	9 %	394	6 %
Debrief	0	0 %	1	1 %	0	0 %	117	2 %
Explanation	128	84 %	42	23 %	119	67 %	3942	57 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	1 %	0	0 %	4	0 %
No further action	13	9 %	121	67 %	47	22 %	2059	30 %
Other action	0	0 %	4	2 %	1	0 %	148	2 %
Learning from reflection	11	7 %	3	2 %	17	10 %	787	11 %
Referral to RPRP	8	5 %	8	4 %	6	3 %	211	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	1	33 %	1	33 %	1	21 %	37	32 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	1	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	33 %	0	0 %	2	2 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	0 %	8	7 %
Referral to RPRP	2	67 %	1	33 %	1	73 %	40	34 %



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