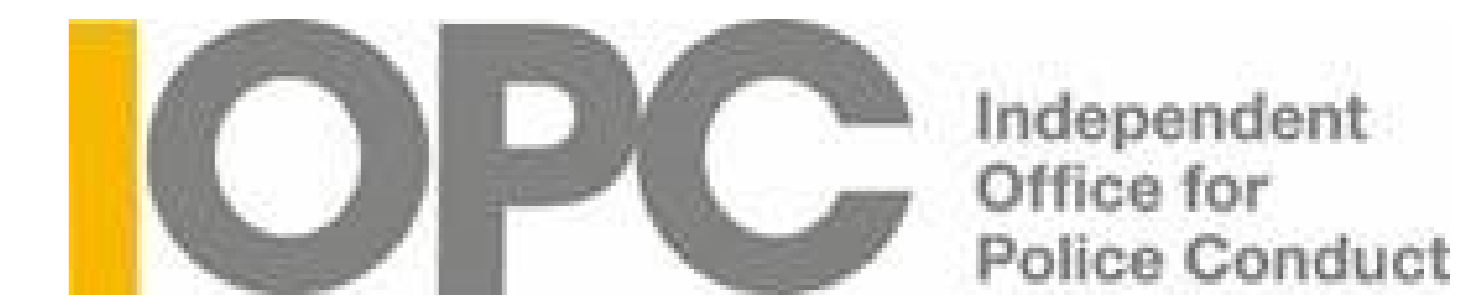


Interim Police Complaints Information Bulletin: Greater Manchester



Reporting Period: 01 April 2025 - 30 September 2025 (Q2 2025/26)

Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire

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)

Please note: Data for one force was not available in time to be published in this bulletin. This should be considered when using national figures for comparison.

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

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Acronyms used in this bulletin

YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

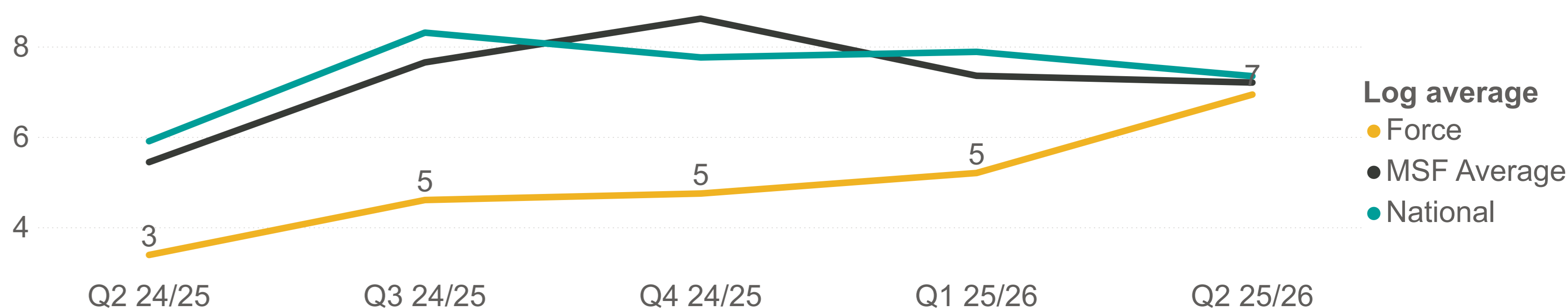
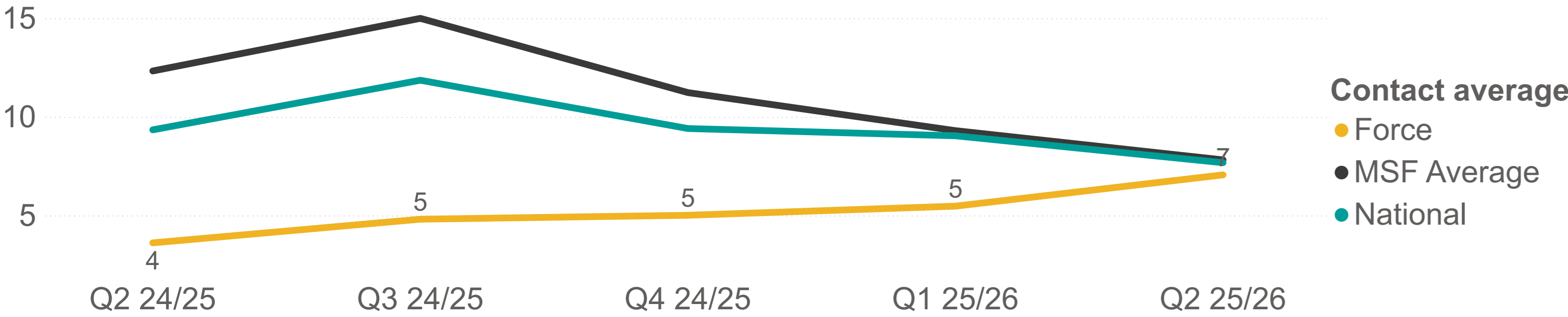
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

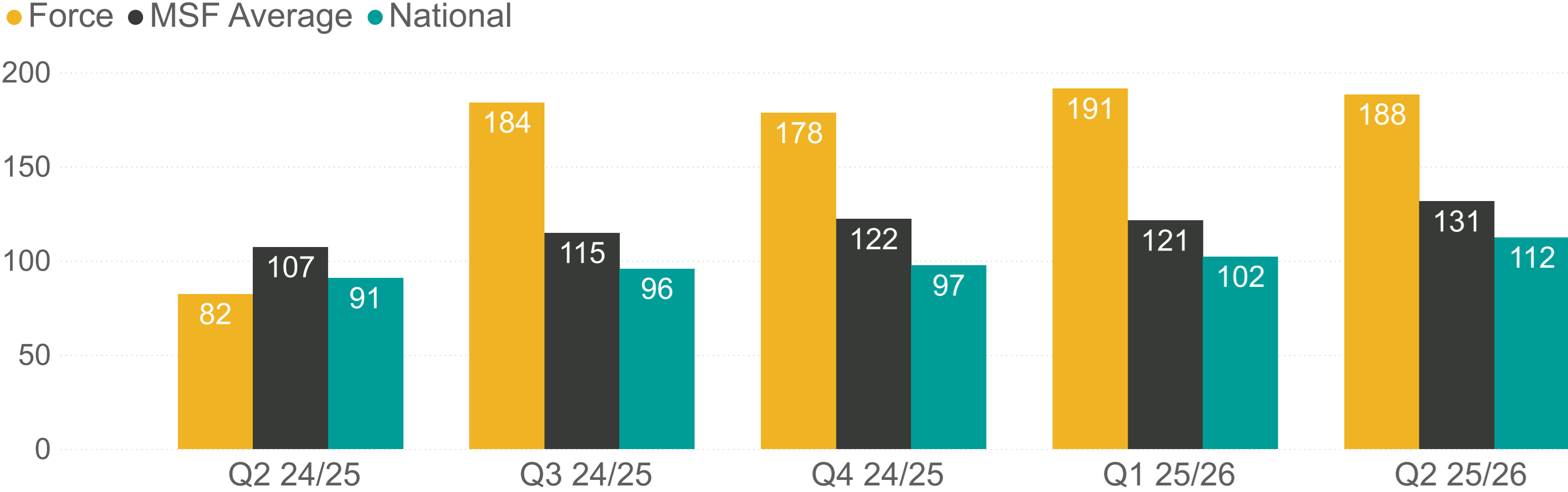
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

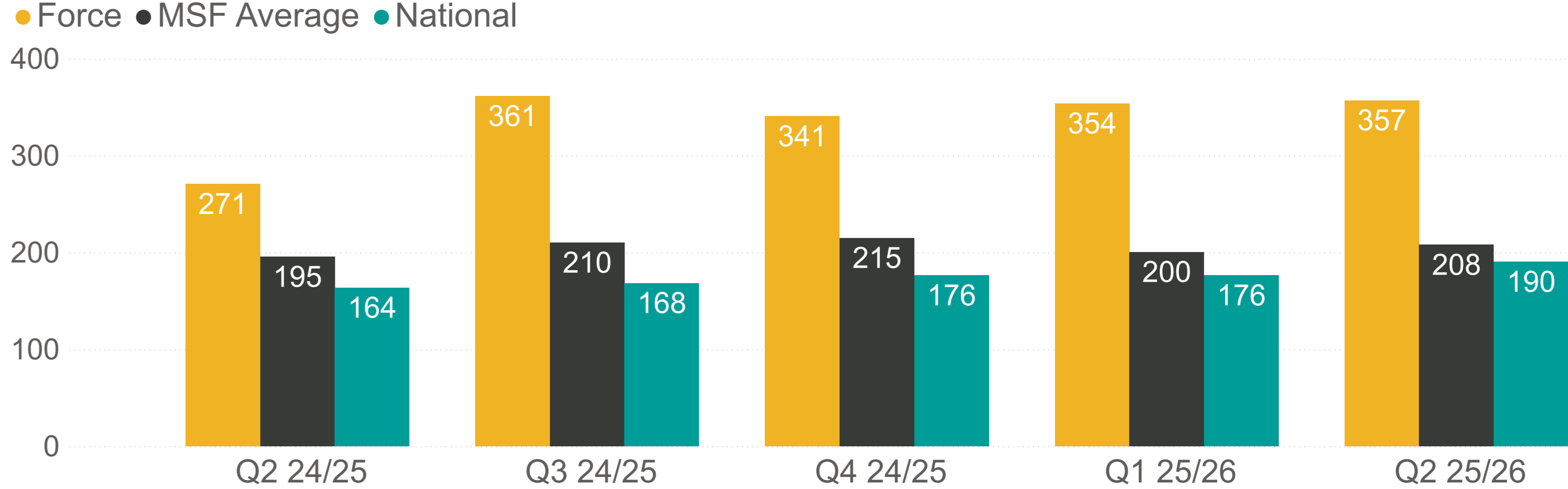
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	4,887	380	9,149	711	6	6
SPLY	1,941	149	6,637	509	4	4
MSF Average	1,935	253	3,160	408	9	7
National	54,025	214	92,398	367	8	8



Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons some figures in the above charts are not shown

Section A1.2: Reason for complaints to be logged under Schedule 3

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see here:

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	687	435	141	6,147
Complainant wishes the complaint be recorded	151	211	126	2,922
Dissatisfaction after initial handling	145	121	76	2,753
Nature of the allegation(s) in the complaint	108	118	197	5,061
Total	1,091	885	540	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	63 %	49 %	19 %	36 %
Complainant wishes the complaint be recorded	14 %	24 %	23 %	17 %
Dissatisfaction after initial handling	13 %	14 %	24 %	16 %
Nature of the allegation(s) in the complaint	10 %	13 %	34 %	30 %

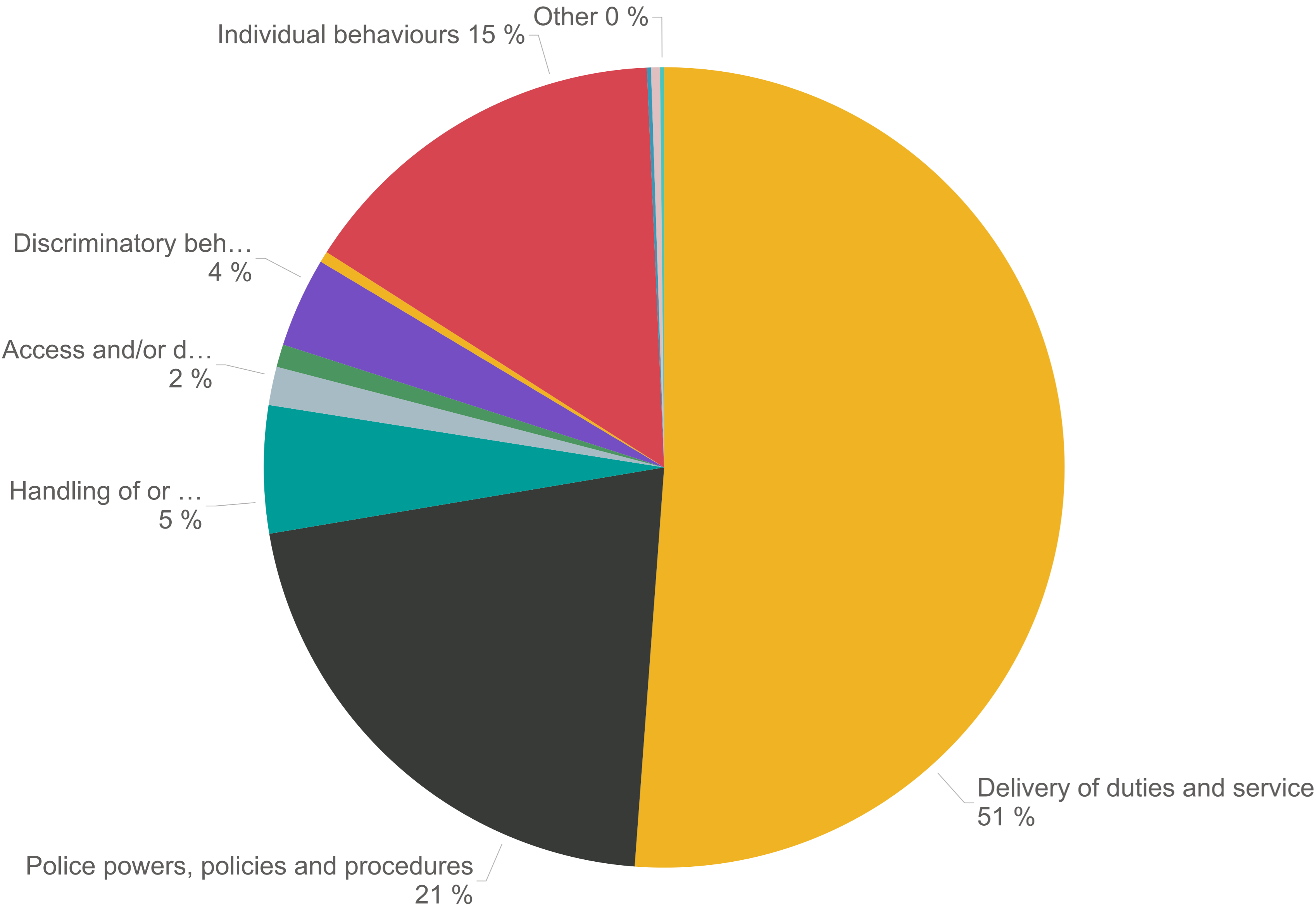
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three 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.

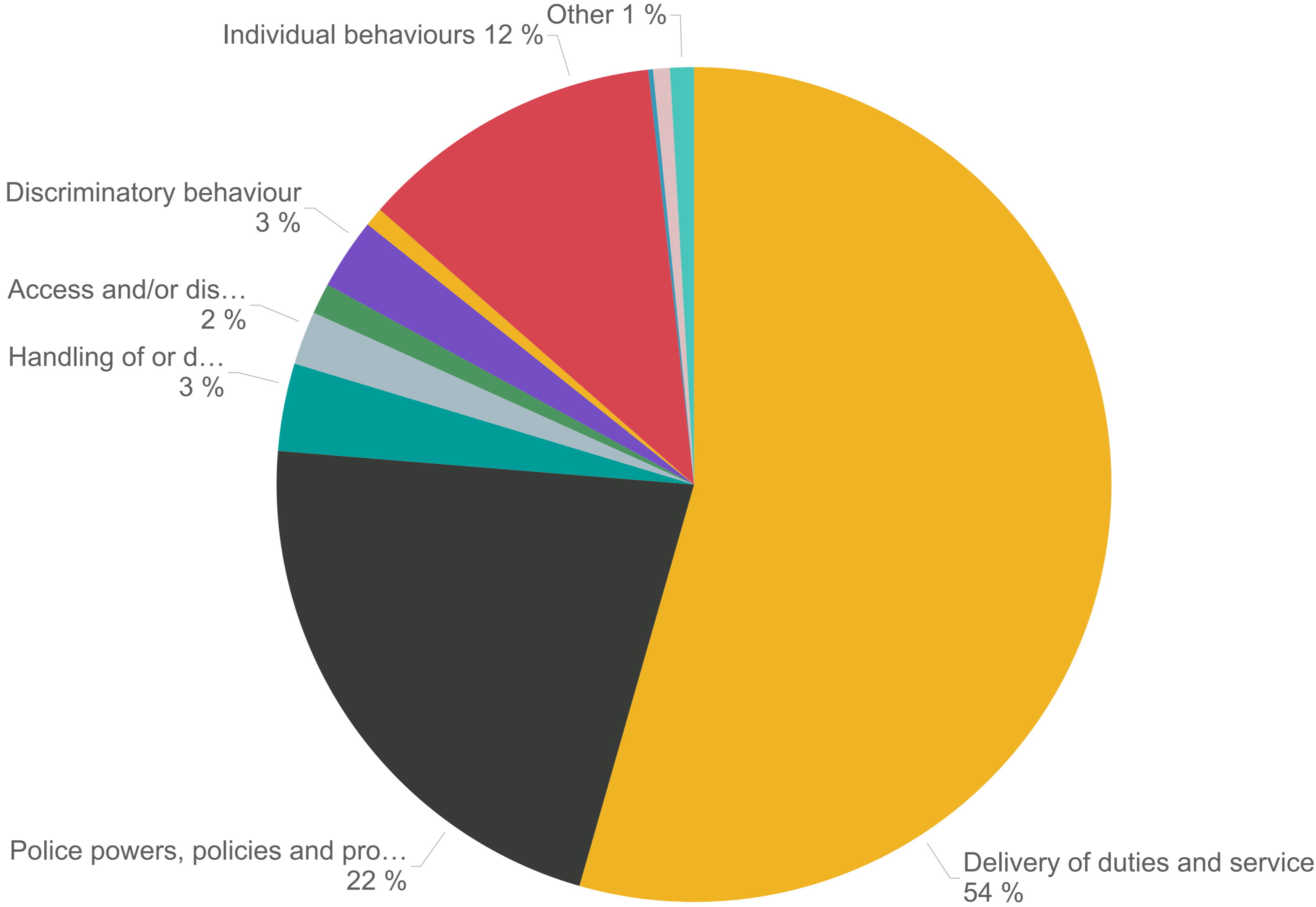
What has been complained about (YTD)

Year to date	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	4,682	1,937	471	142	84	332	41	1,397	15	33	15	9,149
SPLY	3,149	1,636	191	124	35	215	68	1,135	23	44	17	6,637
MSF Average	1,627	700	140	66	38	94	19	433	4	23	15	3,160
National	50,290	20,195	3,136	1,917	1,099	2,555	679	10,906	170	598	852	92,397

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	4,682	51 %	3,148	47 %	1,627	51 %	50,289	54 %	
	Police action following contact	2,970	63 %	1,975	63 %	844	49 %	21,478	43 %	
	Information	812	17 %	550	17 %	225	13 %	5,808	12 %	
	Decisions	678	14 %	517	16 %	311	20 %	8,005	16 %	
	General level of service	222	5 %	106	3 %	247	18 %	14,998	30 %	
Police powers, policies and procedures	Total	1,937	21 %	1,636	25 %	700	23 %	20,195	22 %	
	Use of force	475	25 %	470	29 %	177	25 %	4,720	23 %	
	Detention in police custody	329	17 %	293	18 %	101	13 %	2,555	13 %	
	Power to arrest and detain	313	16 %	259	16 %	118	17 %	3,563	18 %	
	Searches of premises and seizure of property	306	16 %	181	11 %	110	17 %	2,650	13 %	
	Bail, identification and interview procedures	158	8 %	108	7 %	38	5 %	1,229	6 %	
	Other policies and procedures	141	7 %	118	7 %	57	8 %	2,380	12 %	
	Stops, and stop and search	103	5 %	74	5 %	36	6 %	936	5 %	
	Evidential procedures	103	5 %	122	7 %	54	8 %	1,828	9 %	
	Out of court disposals	9	0 %	11	1 %	9	1 %	334	2 %	
	Individual behaviours	Total	1,397	15 %	1,135	17 %	433	13 %	10,906	12 %
		Unprofessional attitude and disrespect	397	28 %	304	27 %	123	29 %	3,042	28 %
		Impolite language / tone	381	27 %	257	23 %	116	27 %	2,938	27 %
Impolite and intolerant actions		317	23 %	265	23 %	88	18 %	1,625	15 %	
Overbearing or harassing behaviours		166	12 %	182	16 %	61	14 %	1,688	15 %	
Lack of fairness and impartiality		136	10 %	127	11 %	46	11 %	1,613	15 %	
Handling of or damage to property/ premises	Total	471	5 %	186	3 %	140	4 %	3,060	3 %	
	Handling of or damage to property/ premises	471	100 %	186	97 %	140	100 %	3,060	98 %	
Discriminatory behaviour	Total	332	4 %	215	3 %	94	3 %	2,555	3 %	
	Race	150	45 %	93	43 %	42	45 %	1,230	48 %	
	Disability	107	32 %	56	26 %	24	22 %	540	21 %	
	Sex	43	13 %	36	17 %	15	15 %	380	15 %	
	Religion or belief	10	3 %	10	5 %	3	3 %	76	3 %	
	Sexual orientation	9	3 %	4	2 %	3	2 %	69	3 %	
	Other	8	2 %	14	7 %	6	9 %	201	8 %	
	Gender reassignment	3	1 %	0	0 %	1	2 %	33	1 %	
	Age	2	1 %	1	0 %	1	1 %	25	1 %	
	Marriage and civil partnership	0	0 %	1	0 %	0	0 %	0	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	

This section presents the three 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.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	3,374	37 %	2,510	38 %	1,170	37 %	35,875	39 %
None	1,679	18 %	1,245	19 %	523	15 %	17,926	19 %
Domestic / gender abuse	1,274	14 %	700	11 %	281	7 %	5,308	6 %
Arrest	1,039	11 %	1,161	17 %	427	14 %	11,122	12 %
VAWG - dissatisfaction handling	869	9 %	605	9 %	206	6 %	3,994	4 %
Neighbourhood policing	837	9 %	588	9 %	204	5 %	4,427	5 %
Roads/traffic	741	8 %	449	7 %	240	8 %	5,674	6 %
Custody	546	6 %	532	8 %	196	6 %	5,234	6 %
Mental health	458	5 %	342	5 %	125	4 %	2,452	3 %
Premises search	317	3 %	226	3 %	116	4 %	2,313	3 %
Stop and/or search	290	3 %	224	3 %	79	3 %	1,871	2 %
Call Handling	223	2 %	152	2 %	120	4 %	3,994	4 %
Child protection / CSA / CSE	178	2 %	194	3 %	63	2 %	1,763	2 %
Drugs / alcohol	134	1 %	119	2 %	55	2 %	1,000	1 %
Restraint equipment	127	1 %	150	2 %	34	1 %	867	1 %
Death	68	1 %	78	1 %	24	1 %	772	1 %
Missing persons	66	1 %	33	0 %	25	1 %	622	1 %
Hate Crime	53	1 %	33	0 %	22	1 %	415	0 %
Public order incident	49	1 %	52	1 %	25	1 %	659	1 %
Social media	45	0 %	47	1 %	28	1 %	479	1 %
Fraud	38	0 %	40	1 %	16	1 %	643	1 %
Serious injury	36	0 %	30	0 %	12	0 %	193	0 %
VAWG - police perpetrated	23	0 %	115	2 %	10	0 %	425	0 %
Firearms	18	0 %	40	1 %	11	0 %	387	0 %
Taser	16	0 %	16	0 %	5	0 %	100	0 %
PPDA	9	0 %	0	0 %	1	0 %	58	0 %
Police dogs or horses	3	0 %	0	0 %	2	0 %	57	0 %
Covert policing	2	0 %	8	0 %	2	0 %	46	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus ' police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Unknown	0	0 %	1	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	2	0 %	3	0 %	52	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

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 and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Discriminatory behaviour	Individual behaviours
VAWG - police perpetrated	3	3	0	0	4
VAWG - dissatisfaction handling	665	75	2	17	91
Taser	2	11	0	1	2
Stop and/or search	26	171	6	24	62
Social media	24	4	0	0	9
Serious injury	15	16	0	0	5
Roads/traffic	297	145	63	21	140
Restraint equipment	6	111	1	1	5
Public order incident	15	21	1	2	10
Premises search	37	188	49	1	40
PPDA	3	0	0	0	1
Police dogs or horses	1	1	0	0	1
None	589	231	231	81	432
Neighbourhood policing	533	116	11	39	126
Missing persons	37	17	0	0	12
Mental health	176	138	4	50	77
Investigation	2,577	313	96	83	254
Hate Crime	42	4	0	4	3
Fraud	33	2	0	0	1
Firearms	7	8	0	1	1
Drugs / alcohol	35	68	3	4	21
Domestic / gender abuse	845	187	7	46	147
Death	47	14	1	1	5
Custody	71	386	7	22	48
Covert policing	0	0	0	0	2
Child protection / CSA / CSE	132	18	1	2	19
Call Handling	135	2	1	9	71
Arrest	219	604	32	43	125
Total	4,662	1,926	471	331	1,392

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

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.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
Q2 24/25	304	51	1	348
Q3 24/25	498	59	1	551
Q4 24/25	466	37	1	502
Q1 25/26	463	10	0	469
Q2 25/26	406	13	0	416
Total	2,137	170	3	2,286

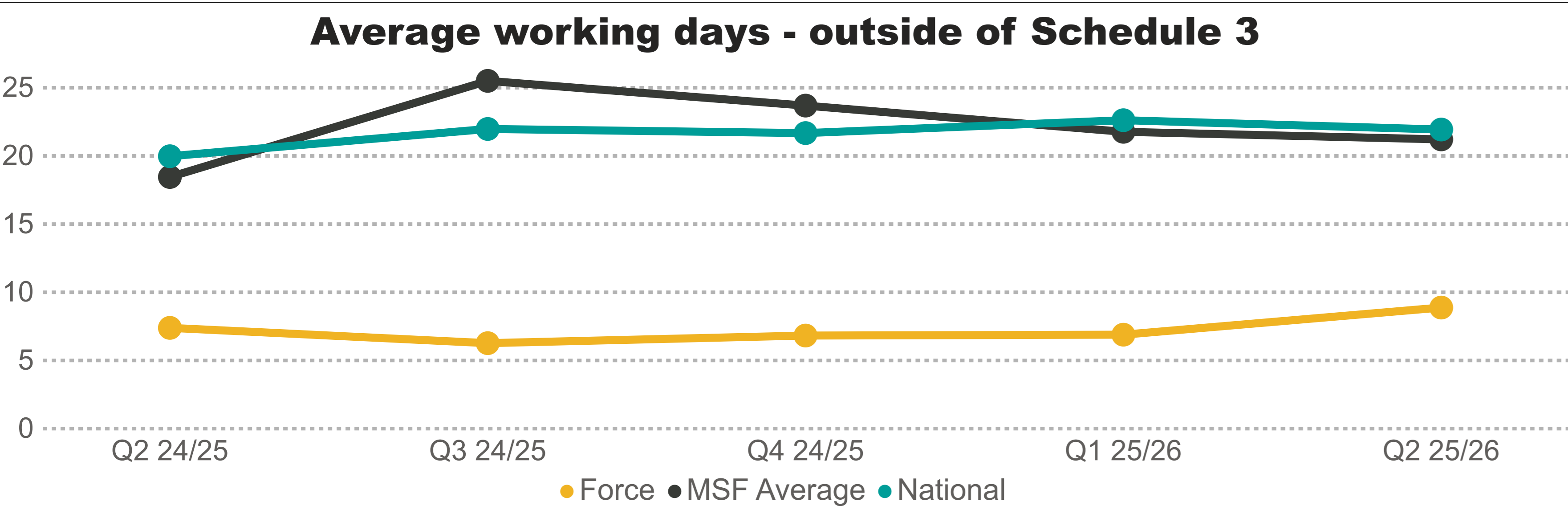
Section A2: Allegations timeliness

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 to the day the complainant is informed of the allegation decision.

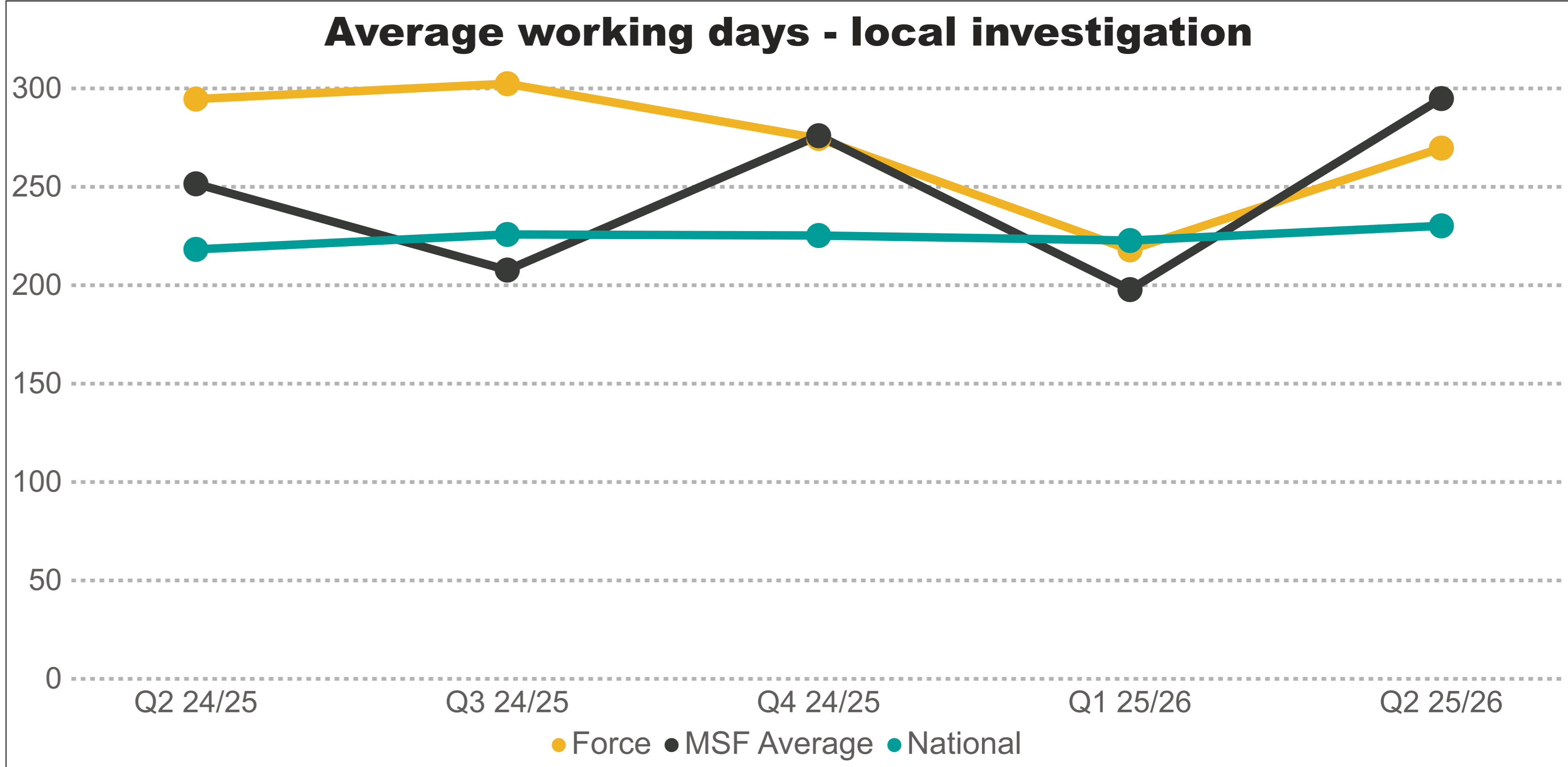
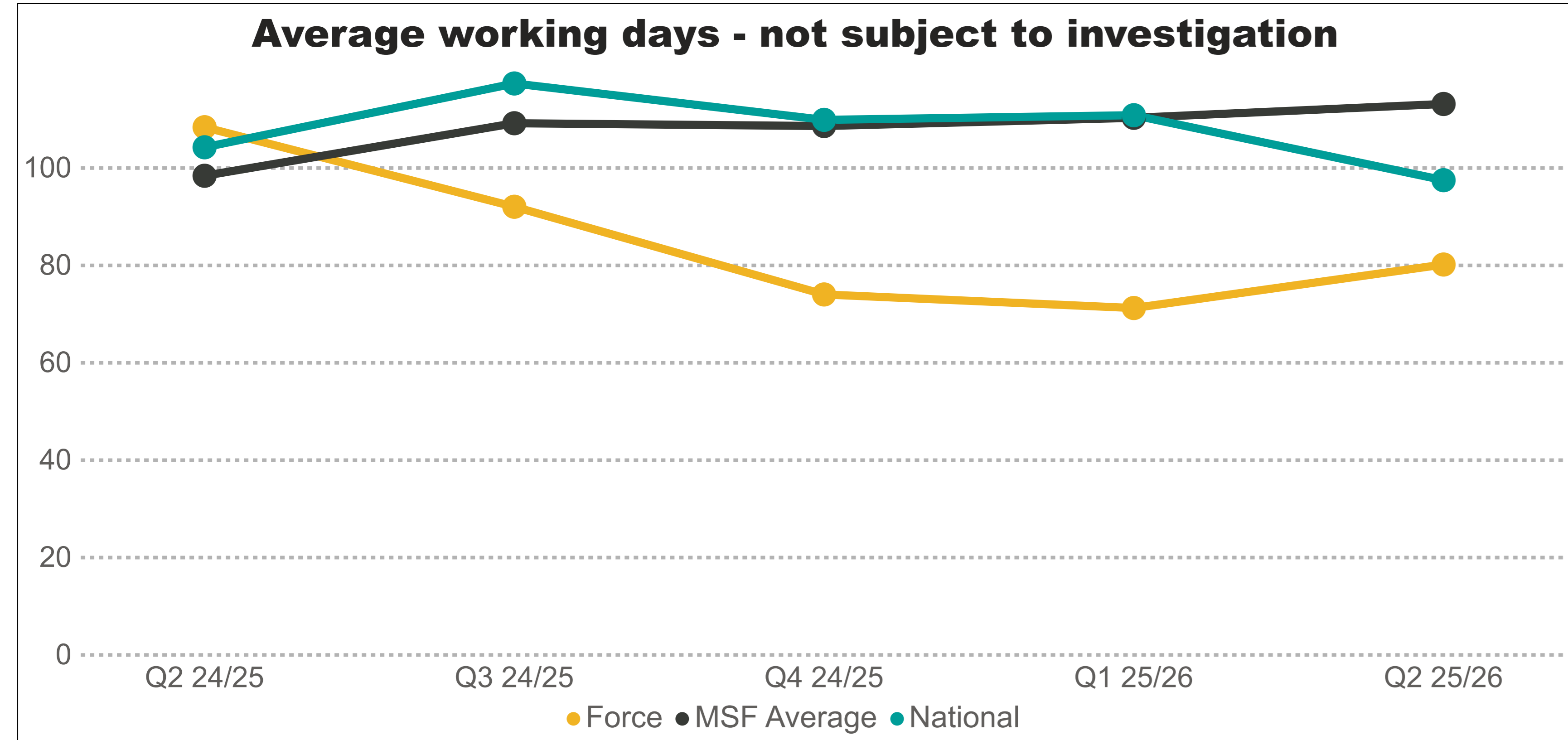
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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.

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	4,940	8	3,673	76	402	246	22	412
SPLY	2,080	8	3,942	103	328	245	29	309
MSF Average	1,595	21	1,271	111	258	246	4	116
National	40,759	22	37,787	104	7,711	226	102	362



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	1	49



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.

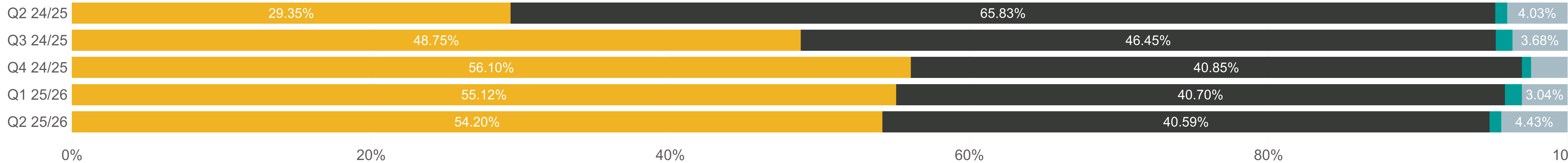
The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside 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 (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National	National %
Under Schedule 3 investigated (not subject to special procedures)	337	4 %	243	8 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	87	1 %	20	0 %	756	1 %
Under Schedule 3 - not investigated	3,673	41 %	1271	41 %	37,787	44 %
Outside of Schedule 3	4,940	55 %	1595	51 %	40,759	47 %
Total	9,037	100 %	3128	100 %	86,360	100 %

Force: percent of allegations finalised by handling method

Handling Method • 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)



How allegations were handled (Year to date)	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 No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %
No further action			0		169	5 %	2,670	7 %	5	6 %	10	1 %	6	2 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		435	12 %	3,444	9 %	2	2 %	18	2 %	29	9 %	712	10 %
Service provided - not acceptable			0		569	15 %	4,757	13 %	3	3 %	33	4 %	52	15 %	970	14 %
Service provided - acceptable			1	0 %	2460	67 %	25,819	68 %	32	37 %	126	17 %	244	72 %	4,785	68 %
Not Resolved	156	3 %	2,044	5 %			0				0				0	
Resolved	4784	97 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		33	38 %	386	51 %			0	
Case to Answer			0				0		9	10 %	141	19 %			0	
Withdrawal			0		40	1 %	1,005	3 %	3	3 %	40	5 %	6	2 %	231	3 %

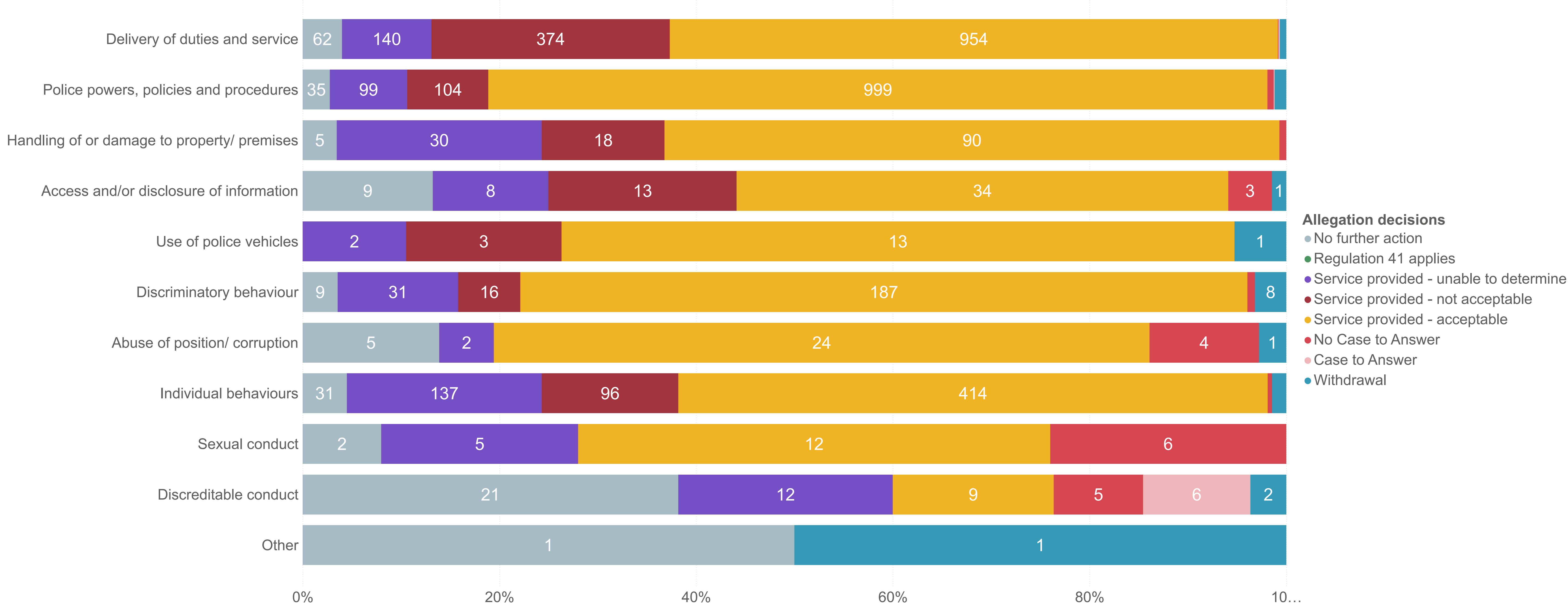
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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.

Outside Schedule 3 allegation decisions

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
Resolved	2,965	665	347	51	54	53	6	634	0	3	6	4,784
Not Resolved	54	29	6	9	11	10	0	32	0	0	5	156

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

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 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.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	0	0 %	1	0 %	176	0 %
Learning from reflection	1	0 %	8	0 %	29	2 %	1,043	3 %
Policy review	0	0 %	0	0 %	1	0 %	29	0 %
Goodwill gesture	3	0 %	2	0 %	1	0 %	92	0 %
Apology	184	4 %	310	15 %	66	6 %	3,141	8 %
Debrief	147	3 %	51	2 %	20	1 %	387	1 %
Explanation	3,222	65 %	406	20 %	1,066	67 %	26,358	65 %
No further action	362	7 %	162	8 %	177	13 %	5,286	13 %
Other action	1,009	20 %	1,140	55 %	229	10 %	4,052	10 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

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. 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

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	7	0 %	3	0 %	6	0 %	346	1 %
Apology	211	5 %	185	4 %	52	3 %	1,647	4 %
Debrief	1,753	43 %	1,185	28 %	221	5 %	1,823	4 %
Explanation	1,921	47 %	2,639	61 %	925	64 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	126	3 %	178	4 %	220	20 %	8,724	19 %
Other action	2	0 %	9	0 %	9	1 %	379	1 %
Learning from reflection	56	1 %	64	1 %	82	6 %	2,446	5 %
Referral to RPRP	12	0 %	20	0 %	13	1 %	602	1 %

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

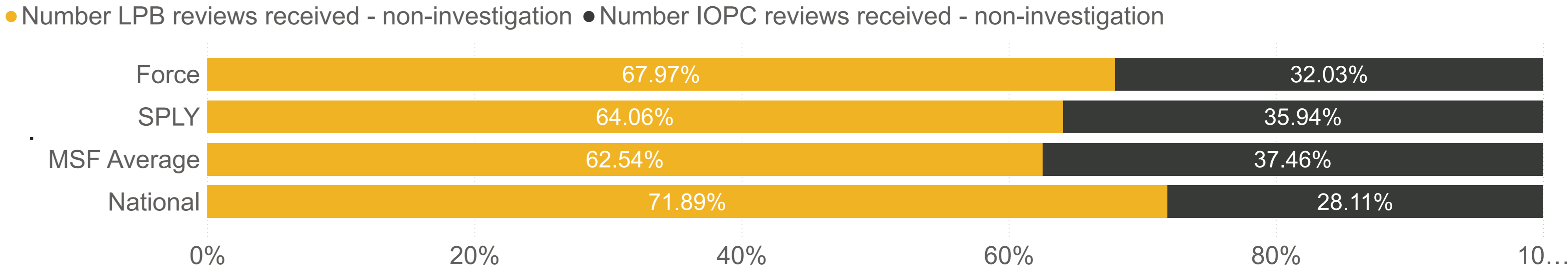
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	8	9 %	9	16 %	2	4 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	1	1 %	2	4 %	1	4 %	45	6 %
Referral to RPRP	3	3 %	6	11 %	2	25 %	92	12 %

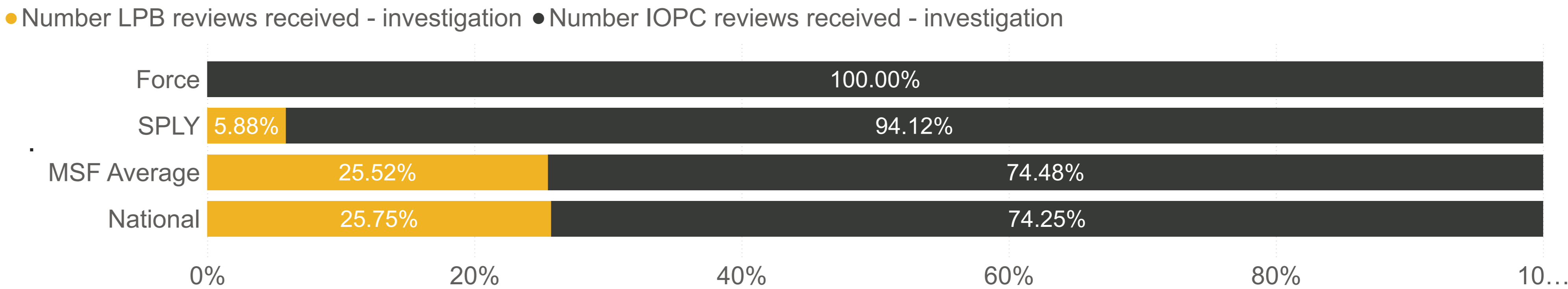
Section C1: Reviews received and timeliness (Year to date)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	104	49
SPLY	123	69
MSF Average	54	33
National	2,222	869

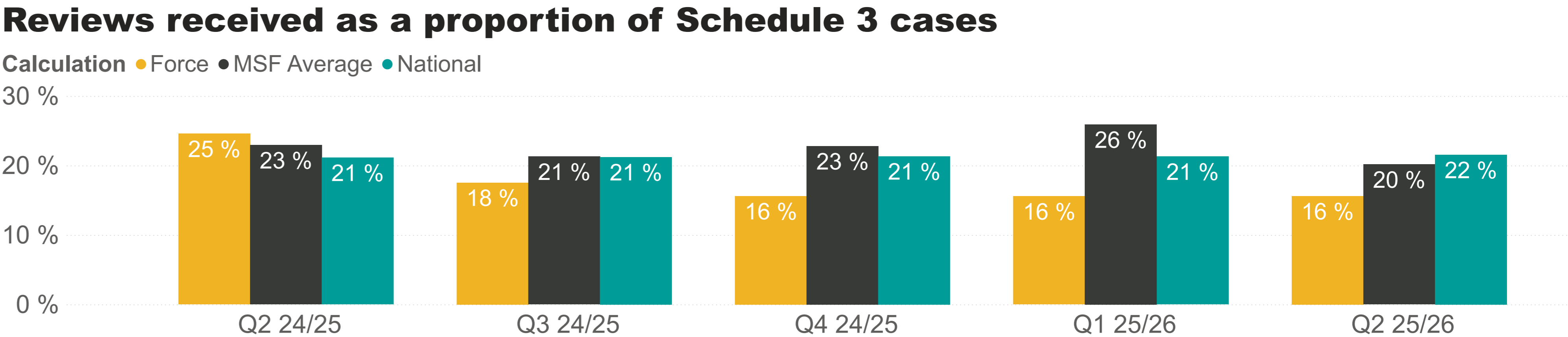


Investigation reviews received	LPB	IOPC
Force	0	11
SPLY	1	16
MSF Average	5	14
National	145	418



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	164	1,052
SPLY	209	902
MSF Average	105	560
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	9	11	36	46
Average number of working days to complete IOPC reviews	143	120	129	139

Section C2: Outcomes on reviews

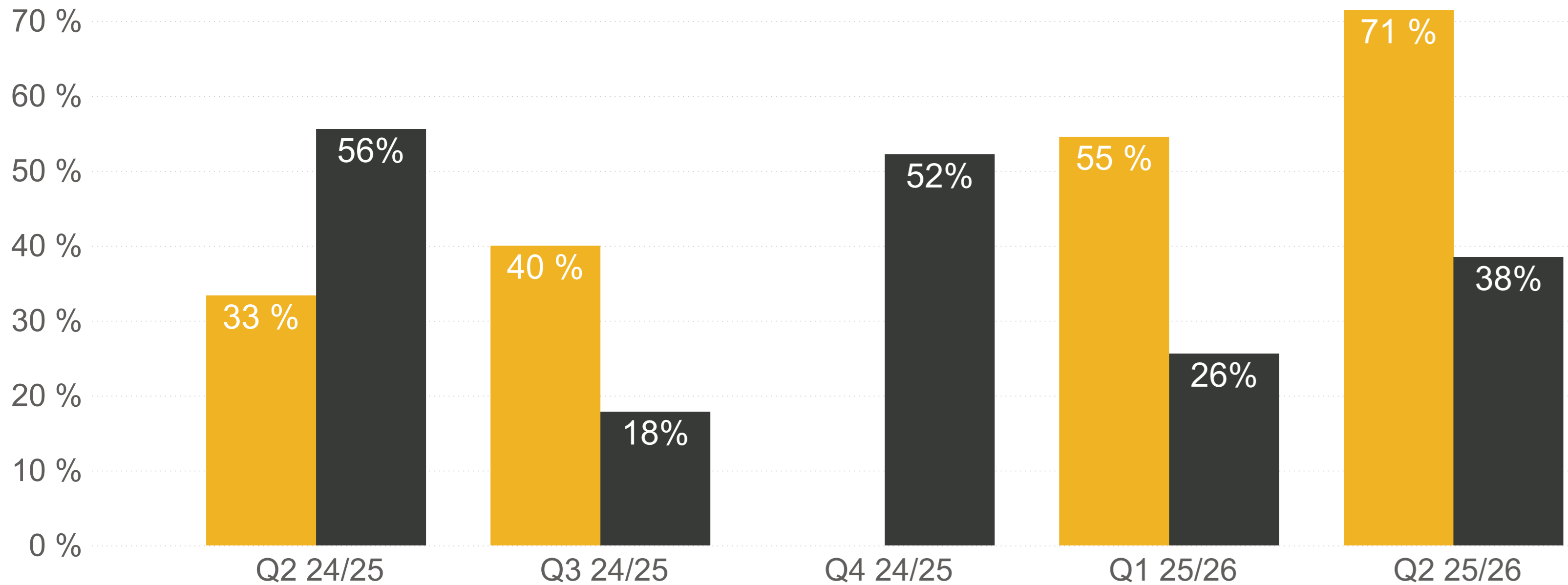
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	18	11	0	
SPLY	10	5	0	
MSF Average	17	6	4	9
National	595	160	147	47

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	69	21	106	20
SPLY	27	15	110	32
MSF Average	36	10	52	12
National	949	244	1,971	392

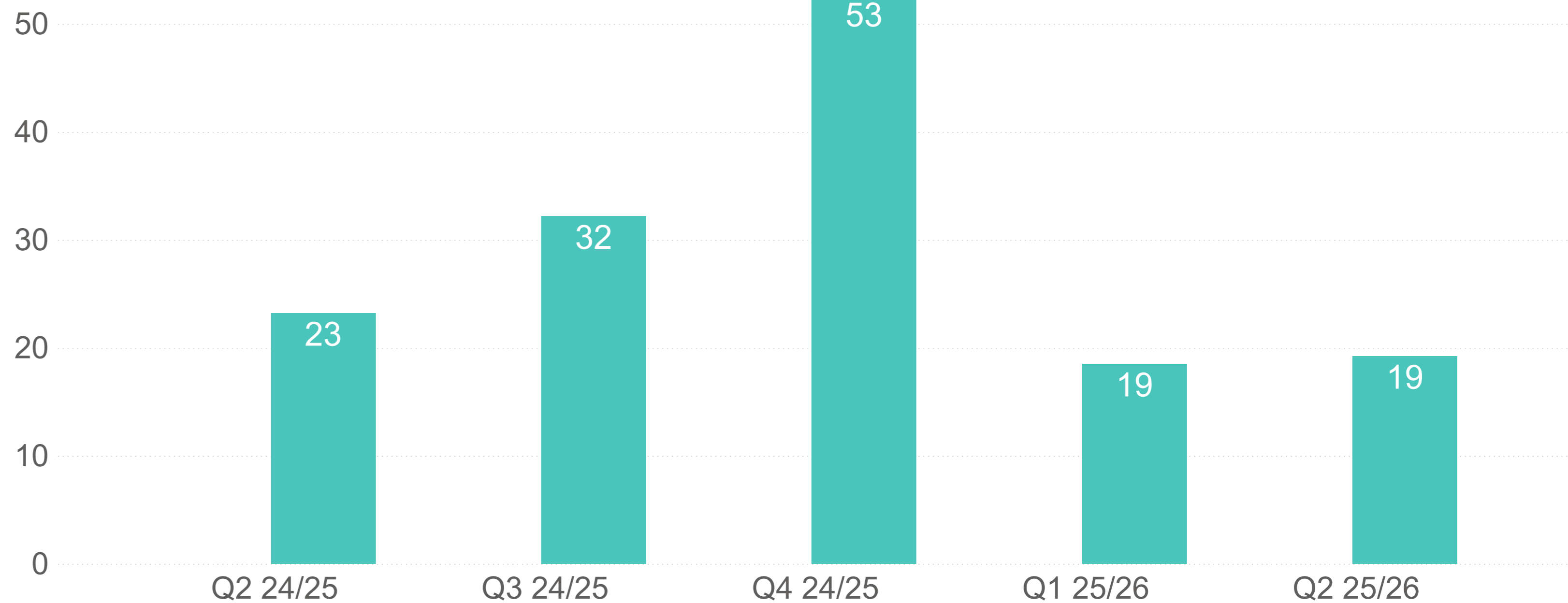
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



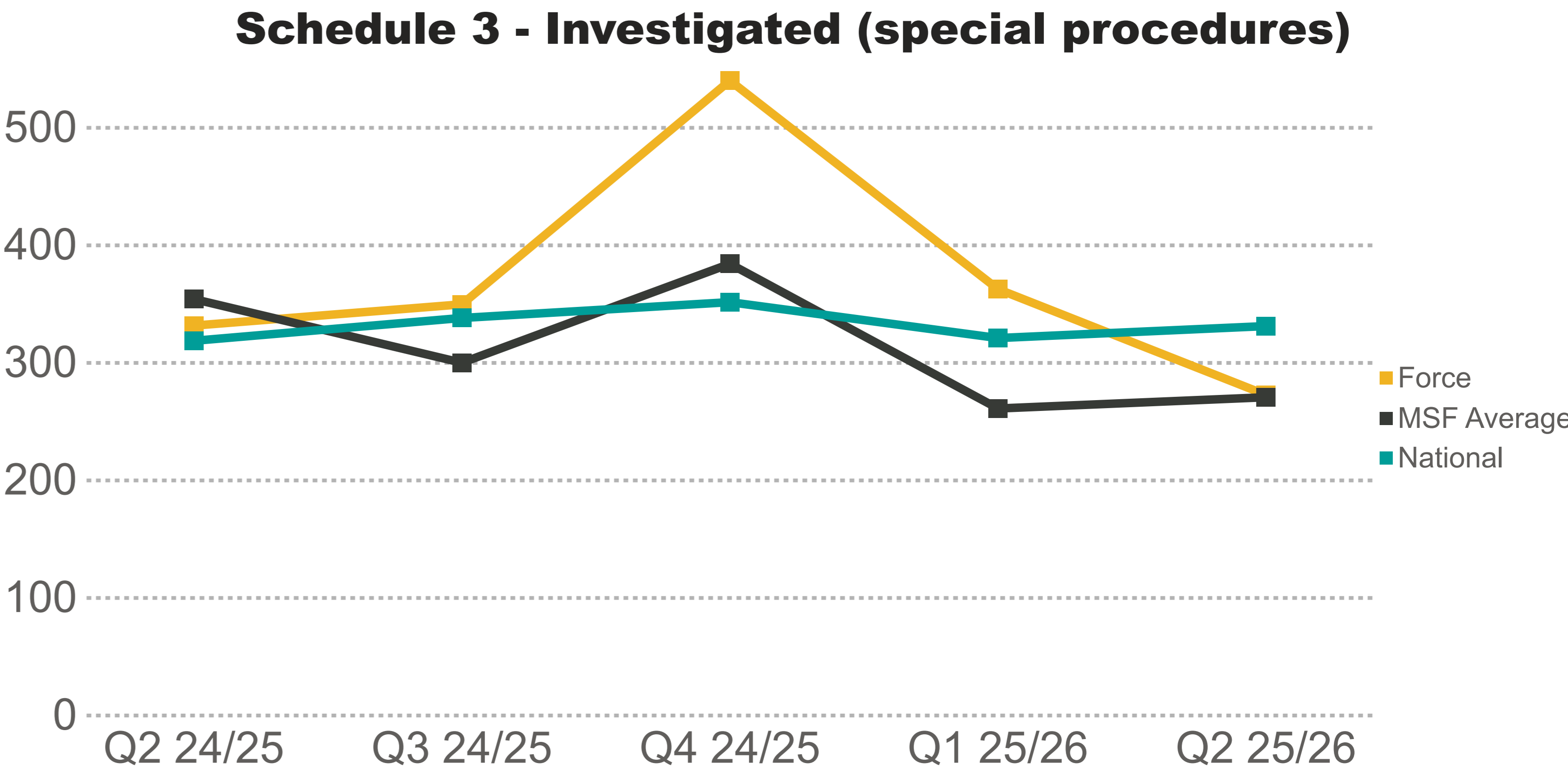
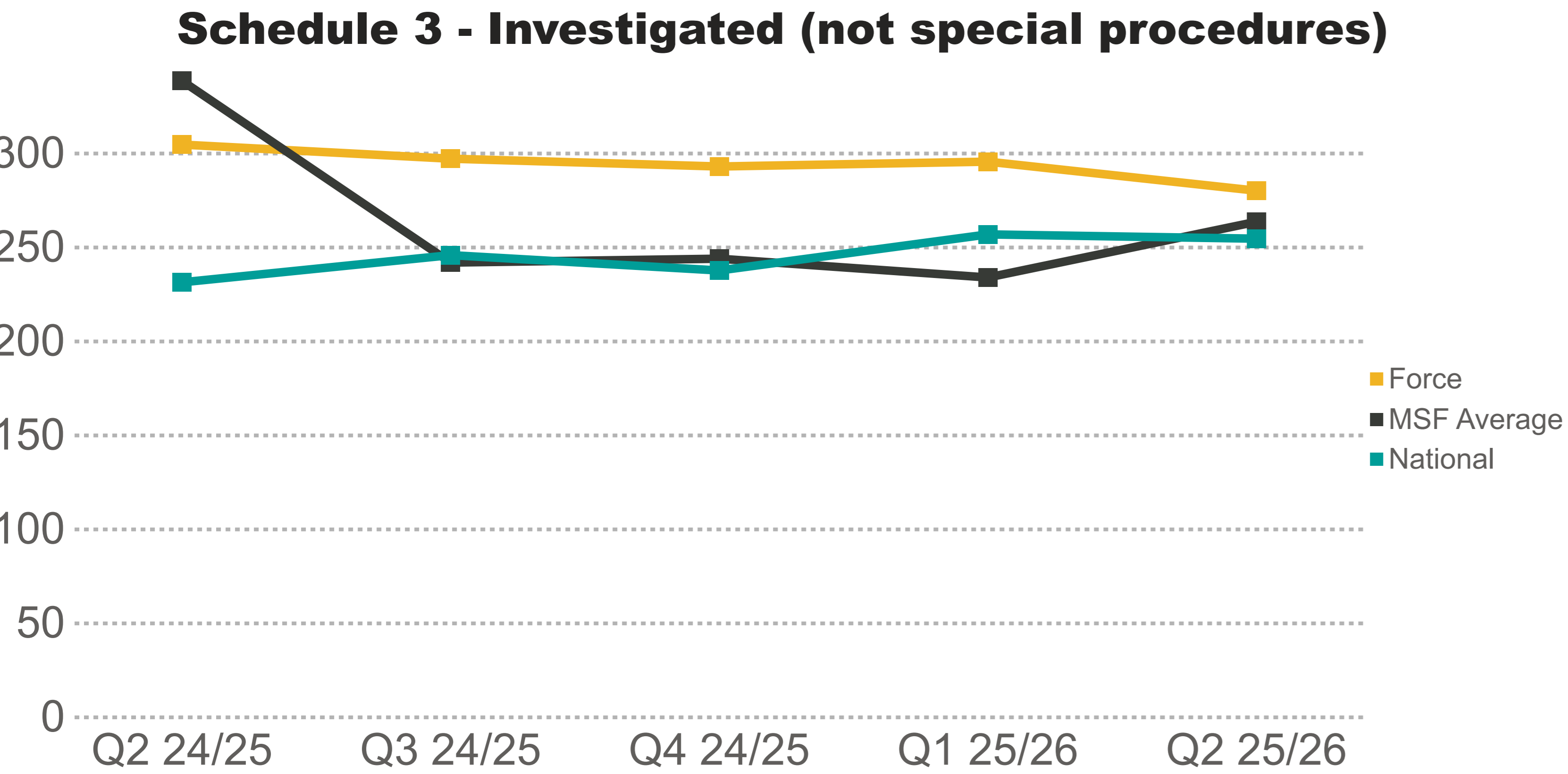
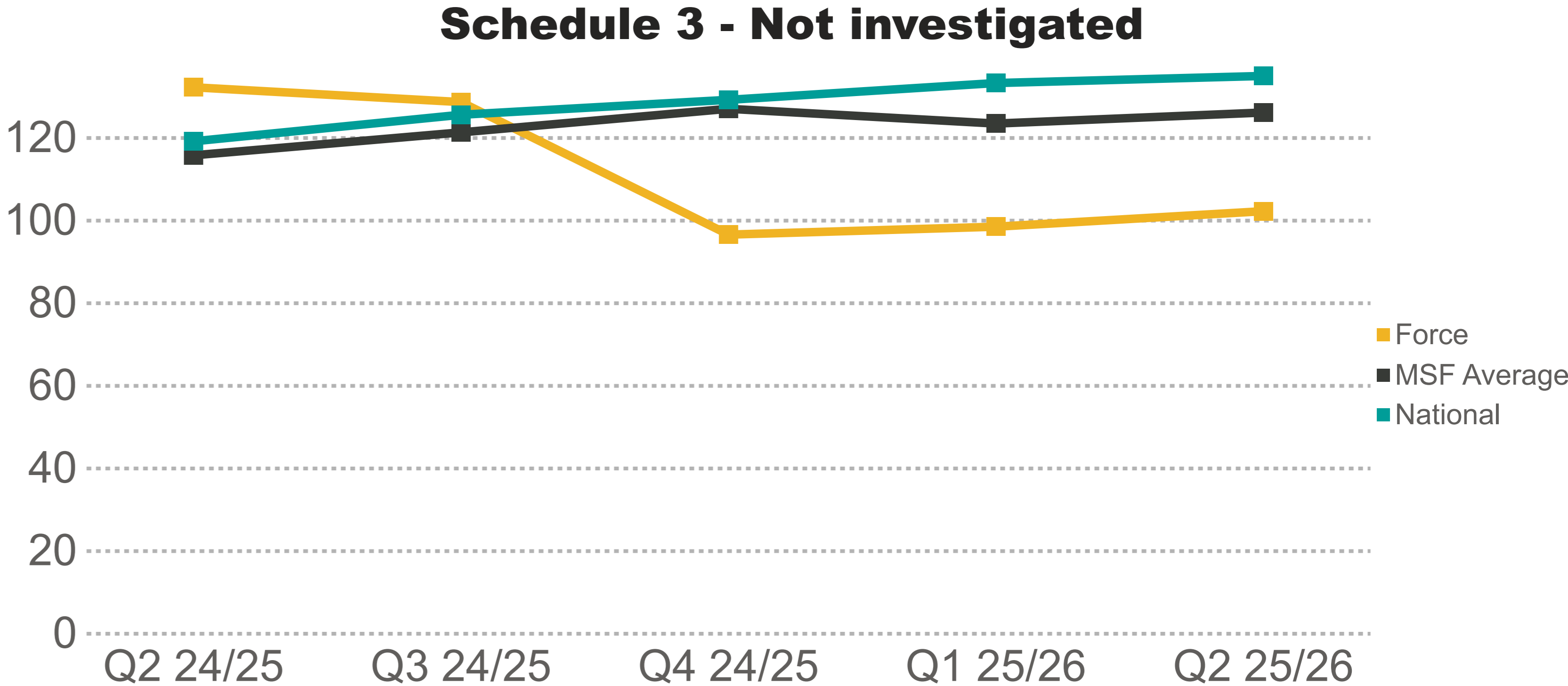
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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 formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	309	313	341	326
Under Schedule 3 investigated (not subject to special procedures)	287	268	250	256
Under Schedule 3 - not investigated	100	124	125	134
Total	118	137	150	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	954	827	473	14,328
Under Schedule 3 investigated (not subject to special procedures)	76	55	81	2,409
Under Schedule 3 investigated (subject to special procedures)	22	20	7	321
Total	1,052	902	560	17,058



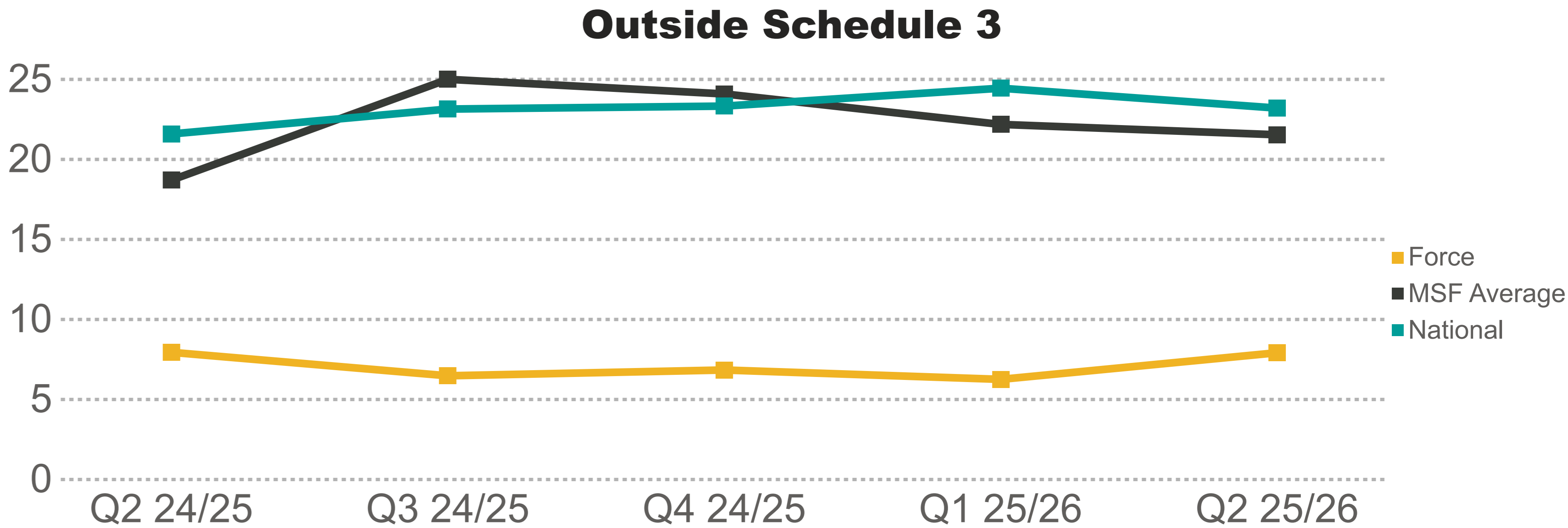
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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 formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	3760	1058	1321	34375
Average days to finalise complaint cases handled outside of Schedule 3	7	9	22	24



Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	3,760	78%	1,058	54%	1,321	70%	34,375	67%
Under Schedule 3 - not investigated	954	20%	827	42%	473	25%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	76	2%	55	3%	81	4%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	22	0%	20	1%	7	0%	321	1%
Total	4,812	100%	1,960	100%	1,881	100%	51,435	100%

Force: percent of complaint cases finalised by handling method

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



Section E: Referrals

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.

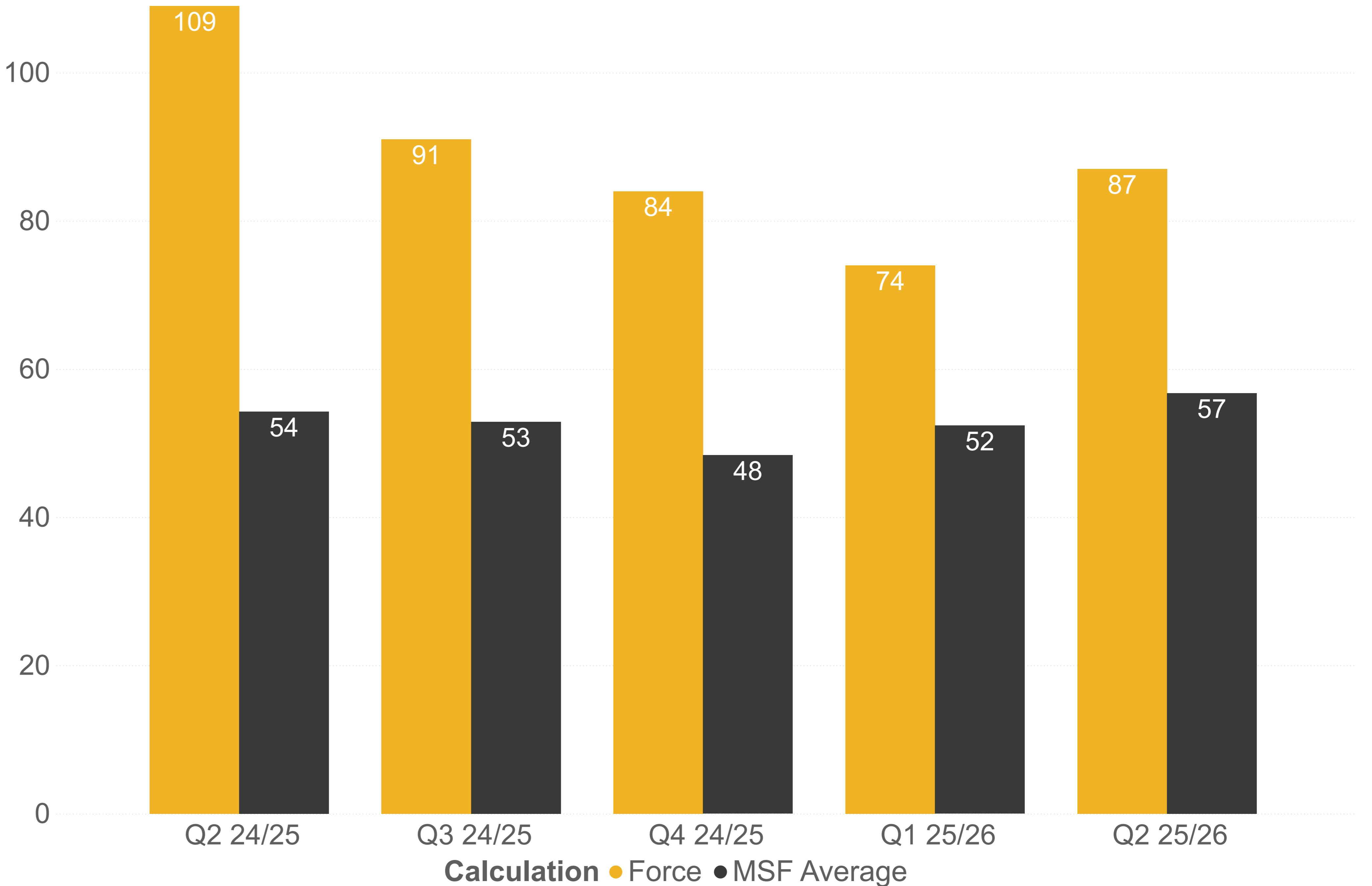
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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.

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	161	198	109	3,397
Number referrals completed	167	189	109	3,401
Decision: Independent Investigation	19	26	7	189
Decision: Directed Investigation	0	2	0	12
Decision: Local Investigation	78	109	47	1,702
Decision: Return to Force	70	51	54	1,448
Decision: Invalid	0	1	1	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire

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 \(February 2020\)](#).