

Police Complaints Information Bulletin: Gwent

Reporting Period: 01 April 2024 - 31 March 2025 (Q4 2024/25)

Most Similar Force (MSF) Group: Durham, Gwent, Humberside, Lancashire, Northamptonshire, Northumbria, South Wales, South 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) and with the overall result for all forces (national).

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

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January 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

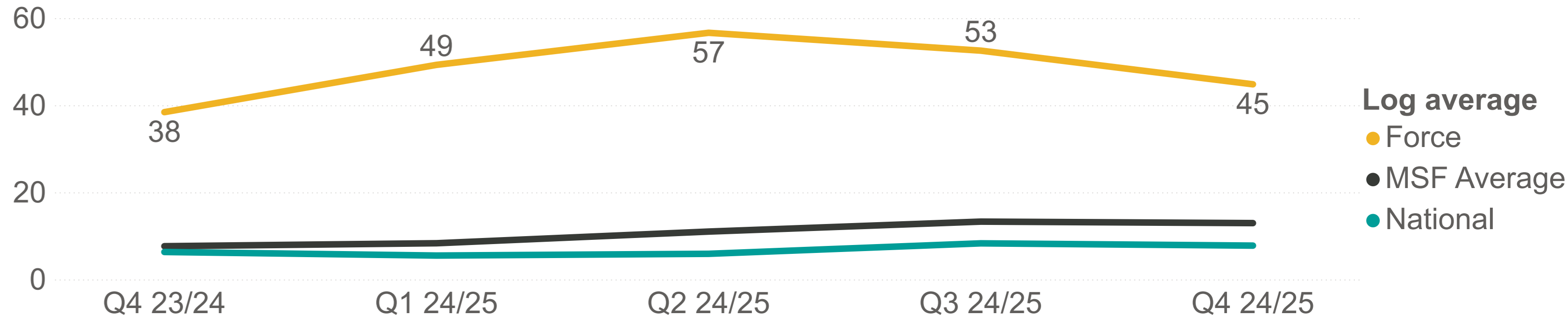
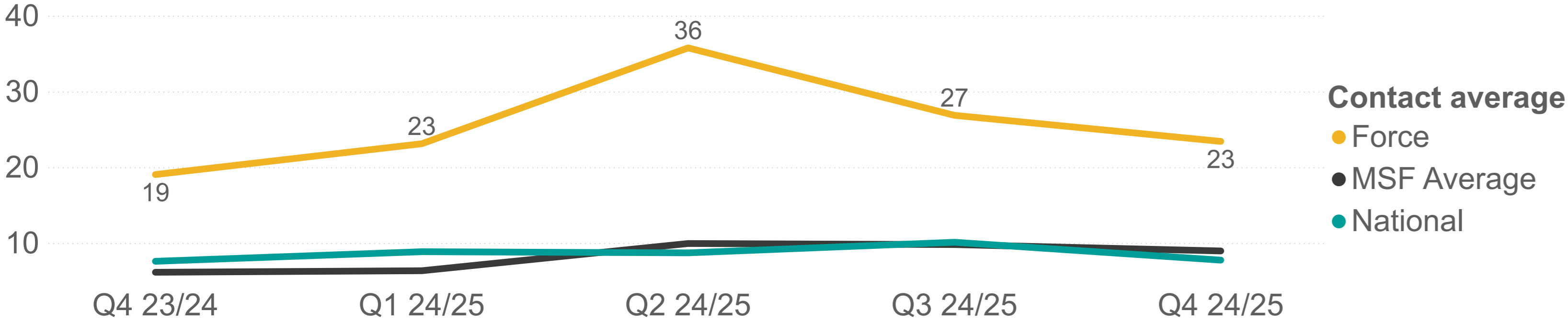
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

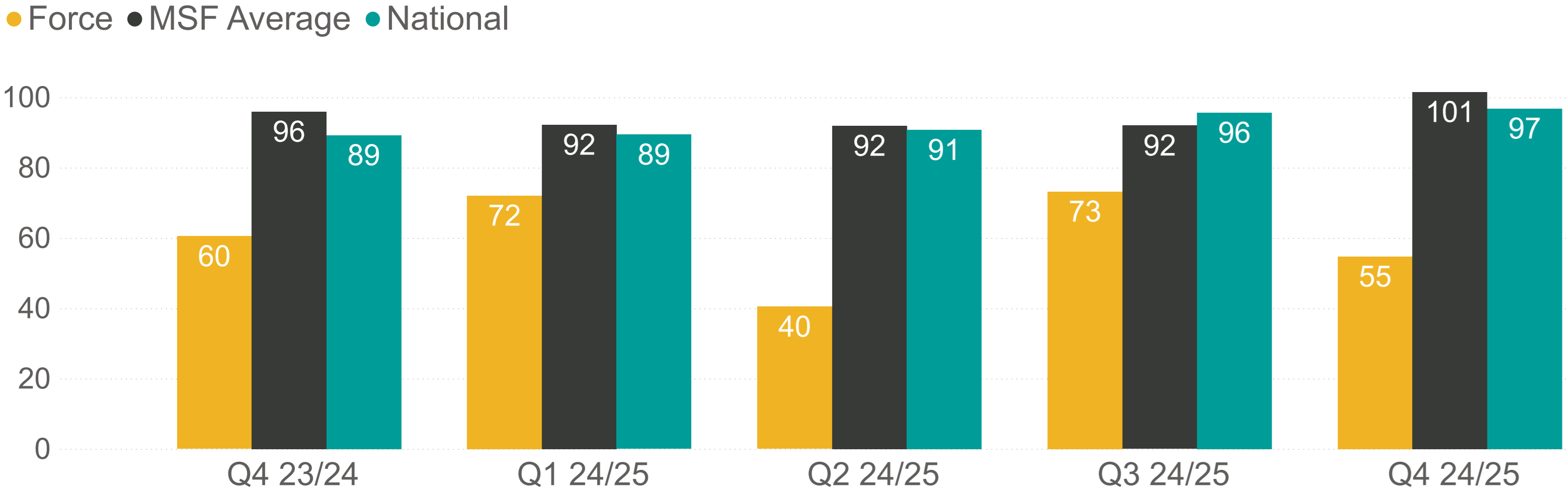
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

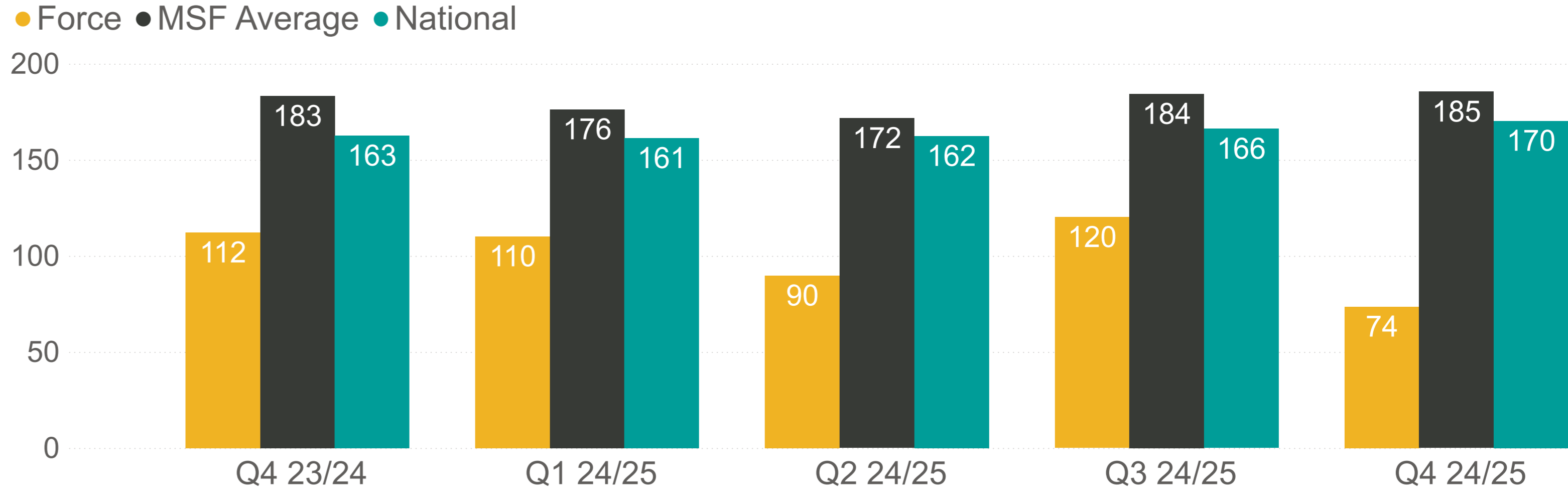
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	624	240	1,022	394	26	51
SPLY	807	309	1,378	528	14	33
MSF Average	1,758	378	3,431	718	9	11
National	94,940	373	168,249	660	9	7



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	6	3	93	12,831
Complainant wishes the complaint be recorded	100	117	332	6,465
Dissatisfaction after initial handling	12	19	53	5,283
Nature of the allegation(s) in the complaint	9	12	164	7,593
Total	127	151	641	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	5 %	2 %	18 %	40 %
Complainant wishes the complaint be recorded	79 %	77 %	37 %	20 %
Dissatisfaction after initial handling	9 %	13 %	17 %	16 %
Nature of the allegation(s) in the complaint	7 %	8 %	28 %	24 %

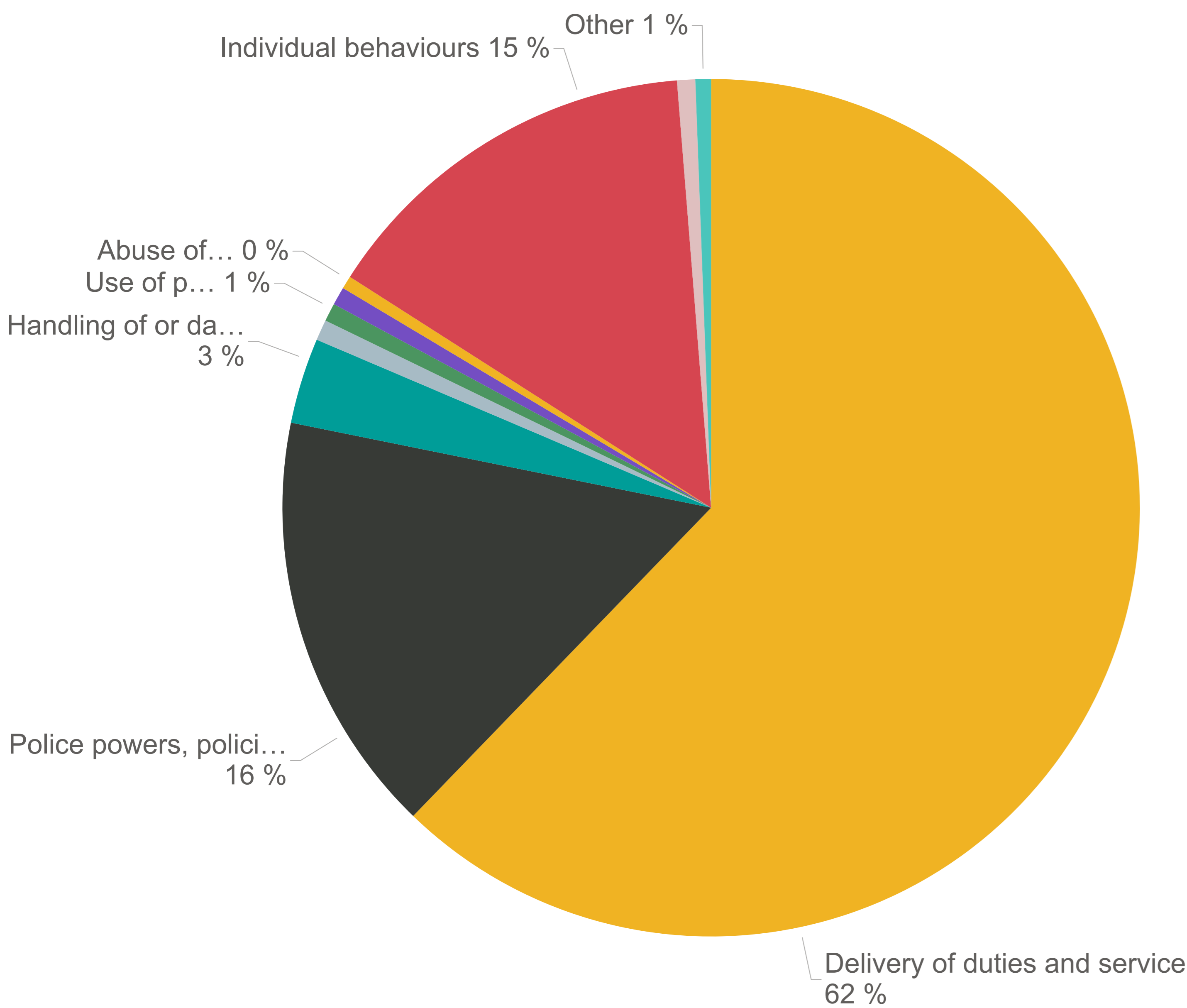
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

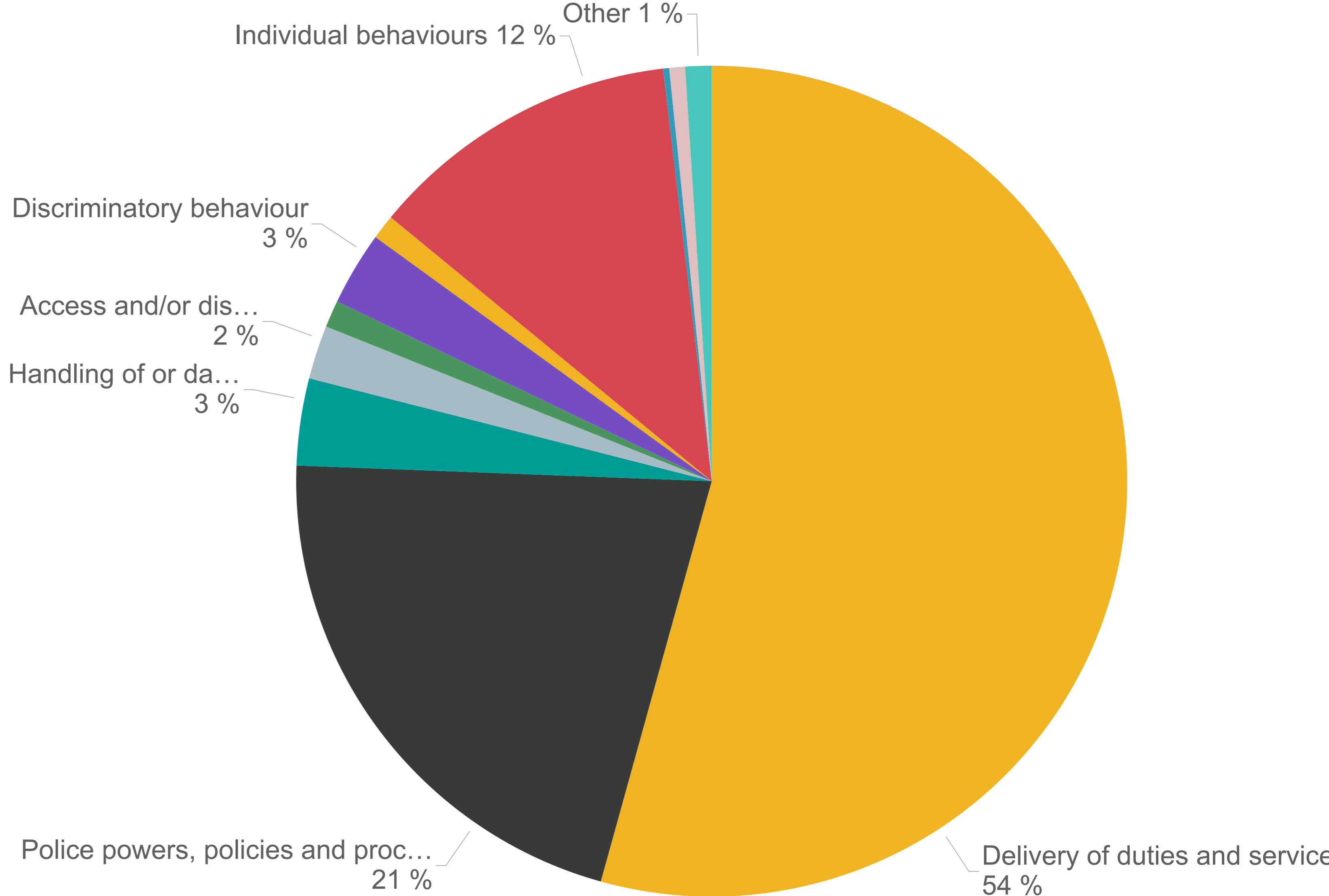
What has been complained about (YTD)

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	636	163	33	8	7	7	5	150	0	7	6	1,022
SPLY	840	190	29	30	12	12	11	237	0	9	8	1,378
MSF Average	1,780	716	113	94	38	84	40	486	5	15	59	3,431
National	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246

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	636	62 %	840	61 %	1,780	54 %	91,353	54 %	
	Police action following contact	436	69 %	589	70 %	749	42 %	37,667	41 %	
	Information	82	13 %	105	13 %	204	12 %	10,515	12 %	
	General level of service	65	10 %	77	9 %	491	28 %	29,691	32 %	
	Decisions	53	8 %	69	8 %	336	18 %	13,479	15 %	
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %	
Police powers, policies and procedures	Total	163	16 %	190	14 %	716	21 %	35,830	21 %	
	Use of force	49	30 %	49	26 %	190	25 %	8,826	25 %	
	Searches of premises and seizure of property	33	20 %	35	18 %	103	15 %	4,603	13 %	
	Power to arrest and detain	25	15 %	35	18 %	119	17 %	6,460	18 %	
	Detention in police custody	16	10 %	28	15 %	127	17 %	5,122	14 %	
	Bail, identification and interview procedures	13	8 %	11	6 %	38	6 %	2,122	6 %	
	Other policies and procedures	11	7 %	7	4 %	57	10 %	3,735	10 %	
	Evidential procedures	8	5 %	4	2 %	46	7 %	2,631	7 %	
	Stops, and stop and search	4	2 %	17	9 %	27	4 %	1,790	5 %	
	Out of court disposals	4	2 %	4	2 %	10	2 %	540	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	150	15 %	237	17 %	486	13 %	20,480	12 %
		Unprofessional attitude and disrespect	88	59 %	141	59 %	134	31 %	5,808	28 %
		Impolite and intolerant actions	22	15 %	23	10 %	96	16 %	3,098	15 %
Overbearing or harassing behaviours		17	11 %	28	12 %	76	13 %	3,415	17 %	
Lack of fairness and impartiality		12	8 %	34	14 %	58	12 %	2,807	14 %	
Impolite language / tone		11	7 %	11	5 %	122	28 %	5,352	26 %	
Handling of or damage to property/ premises	Total	33	3 %	29	2 %	113	3 %	5,556	3 %	
	Handling of or damage to property/ premises	33	100 %	29	100 %	113	100 %	5,555	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	8	1 %	30	2 %	94	2 %	3,518	2 %	
	Disclosure of information	6	75 %	19	63 %	53	63 %	2,349	67 %	
	Handling of information	2	25 %	5	17 %	32	27 %	789	22 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Use of police systems	0	0 %	3	10 %	6	7 %	245	7 %	
	Accessing and handling of information from other sources	0	0 %	3	10 %	3	3 %	133	4 %	
	Information	0	0 %	0	0 %	0	0 %	2	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	303	30 %	372	27 %	1,425	43 %	65,409	39 %
None	258	25 %	352	26 %	533	15 %	31,766	19 %
Roads/traffic	86	8 %	111	8 %	203	6 %	10,386	6 %
Domestic / gender abuse	80	8 %	145	11 %	213	6 %	9,507	6 %
Arrest	65	6 %	107	8 %	515	13 %	21,786	13 %
Neighbourhood policing	45	4 %	59	4 %	156	4 %	7,856	5 %
Custody	37	4 %	44	3 %	246	7 %	9,989	6 %
Call Handling	25	2 %	37	3 %	124	4 %	7,140	4 %
Child protection / CSA / CSE	21	2 %	18	1 %	73	2 %	3,021	2 %
Mental health	17	2 %	25	2 %	147	3 %	5,164	3 %
Death	15	1 %	28	2 %	46	1 %	1,585	1 %
Drugs / alcohol	14	1 %	8	1 %	79	2 %	2,046	1 %
Stop and/or search	14	1 %	21	2 %	48	1 %	3,755	2 %
Premises search	12	1 %	20	1 %	84	2 %	4,308	3 %
Missing persons	11	1 %	35	3 %	29	1 %	1,077	1 %
Fraud	10	1 %	9	1 %	17	0 %	1,113	1 %
Firearms	8	1 %	27	2 %	17	1 %	742	0 %
VAWG - dissatisfaction handling	7	1 %	8	1 %	153	4 %	7,183	4 %
Public order incident	6	1 %	5	0 %	44	1 %	1,327	1 %
Social media	5	0 %	4	0 %	23	1 %	720	0 %
Taser	3	0 %	0	0 %	4	0 %	196	0 %
Hate Crime	2	0 %	3	0 %	24	1 %	942	1 %
Serious injury	2	0 %	0	0 %	8	0 %	346	0 %
VAWG - police perpetrated	2	0 %	4	0 %	21	1 %	1,085	1 %
Restraint equipment	1	0 %	3	0 %	33	1 %	1,866	1 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	2	0 %	86	0 %
Police dogs or horses	0	0 %	1	0 %	3	0 %	102	0 %
PPDA	0	0 %	0	0 %	2	0 %	65	0 %
PPDA - Police victim	0	0 %	0	0 %	1	0 %	4	0 %
Unknown	0	0 %	0	0 %	0	0 %	28	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	0 %
VAWG - police victim	0	0 %	0	0 %	4	0 %	141	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	Access and/or disclosure of information	Individual behaviours
VAWG - police perpetrated	0	0	0	0	1
VAWG - dissatisfaction handling	7	0	0	0	0
Taser	0	2	0	0	1
Stop and/or search	3	10	0	0	1
Social media	1	0	0	0	4
Serious injury	1	1	0	0	0
Roads/traffic	45	8	4	1	20
Restraint equipment	0	1	0	0	0
Public order incident	2	1	0	0	2
Premises search	0	8	3	0	1
None	139	30	7	3	70
Neighbourhood policing	39	3	0	0	2
Missing persons	8	1	0	0	2
Mental health	8	5	0	0	3
Investigation	248	15	14	3	18
Hate Crime	2	0	0	0	0
Fraud	10	0	0	0	0
Firearms	4	2	0	0	1
Drugs / alcohol	6	6	0	0	1
Domestic / gender abuse	62	8	2	0	6
Death	13	0	1	0	1
Custody	9	21	0	1	5
Child protection / CSA / CSE	19	0	0	1	1
Call Handling	18	0	0	0	7
Arrest	11	47	2	0	4
Total	635	163	33	8	150

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
Q1 24/25	1	0	0	1
Q2 24/25	3	1	0	4
Q3 24/25	3	1	0	4
Total	7	2	0	9

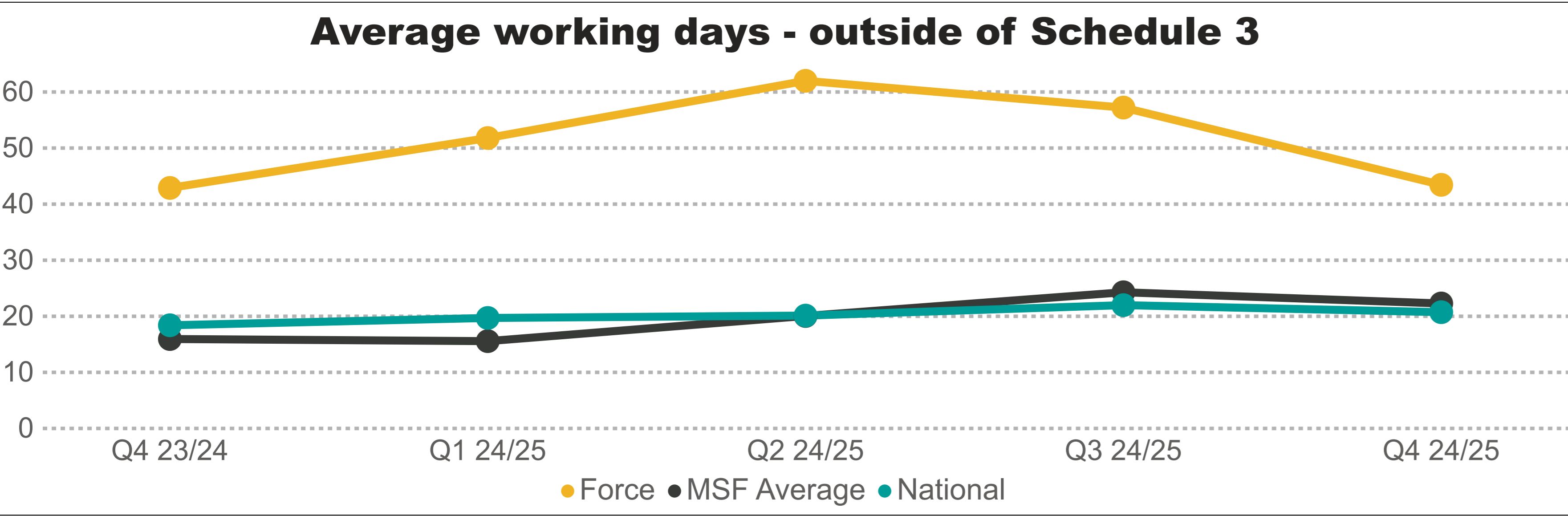
Section A2: Allegations timeliness

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.

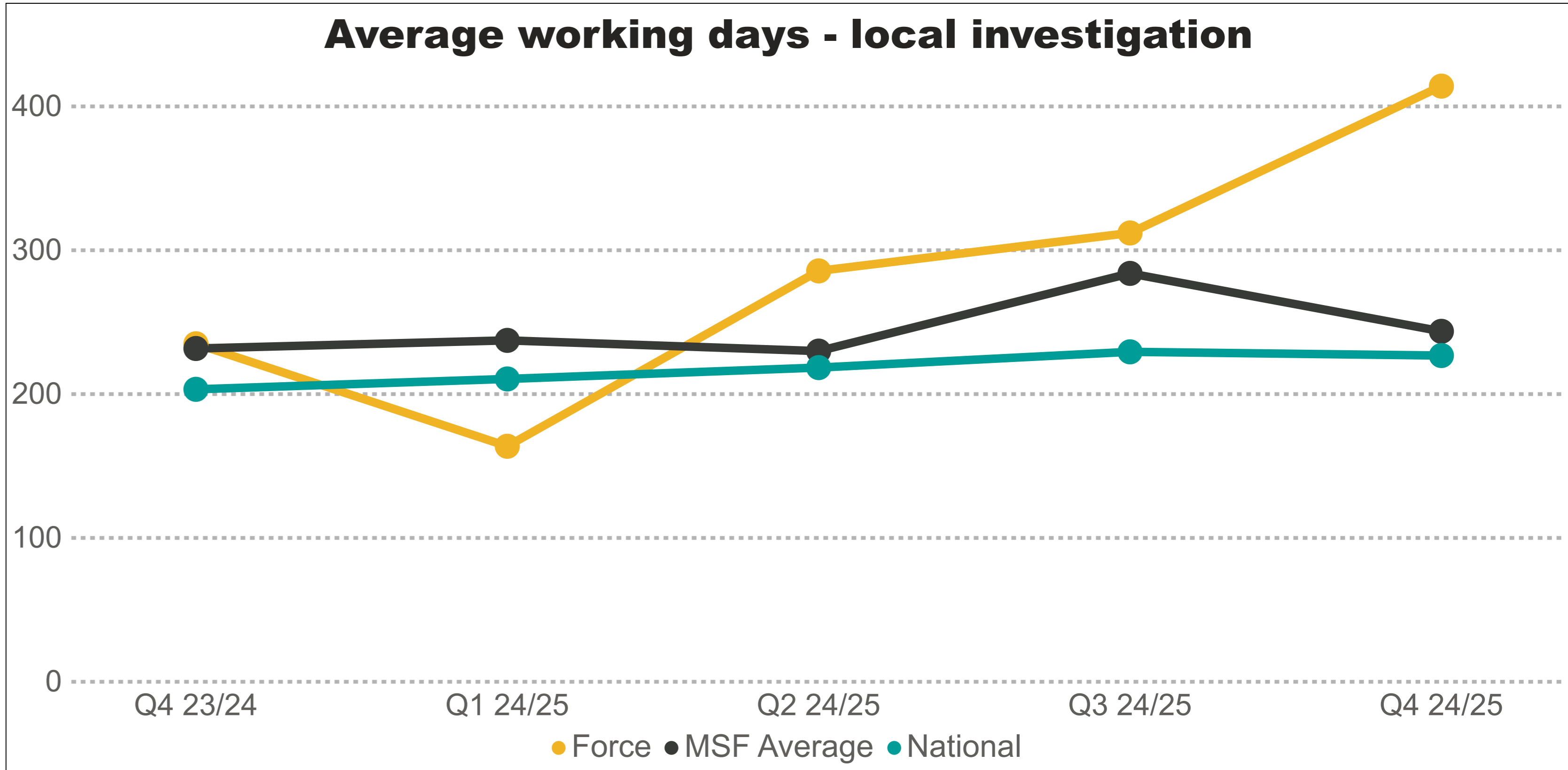
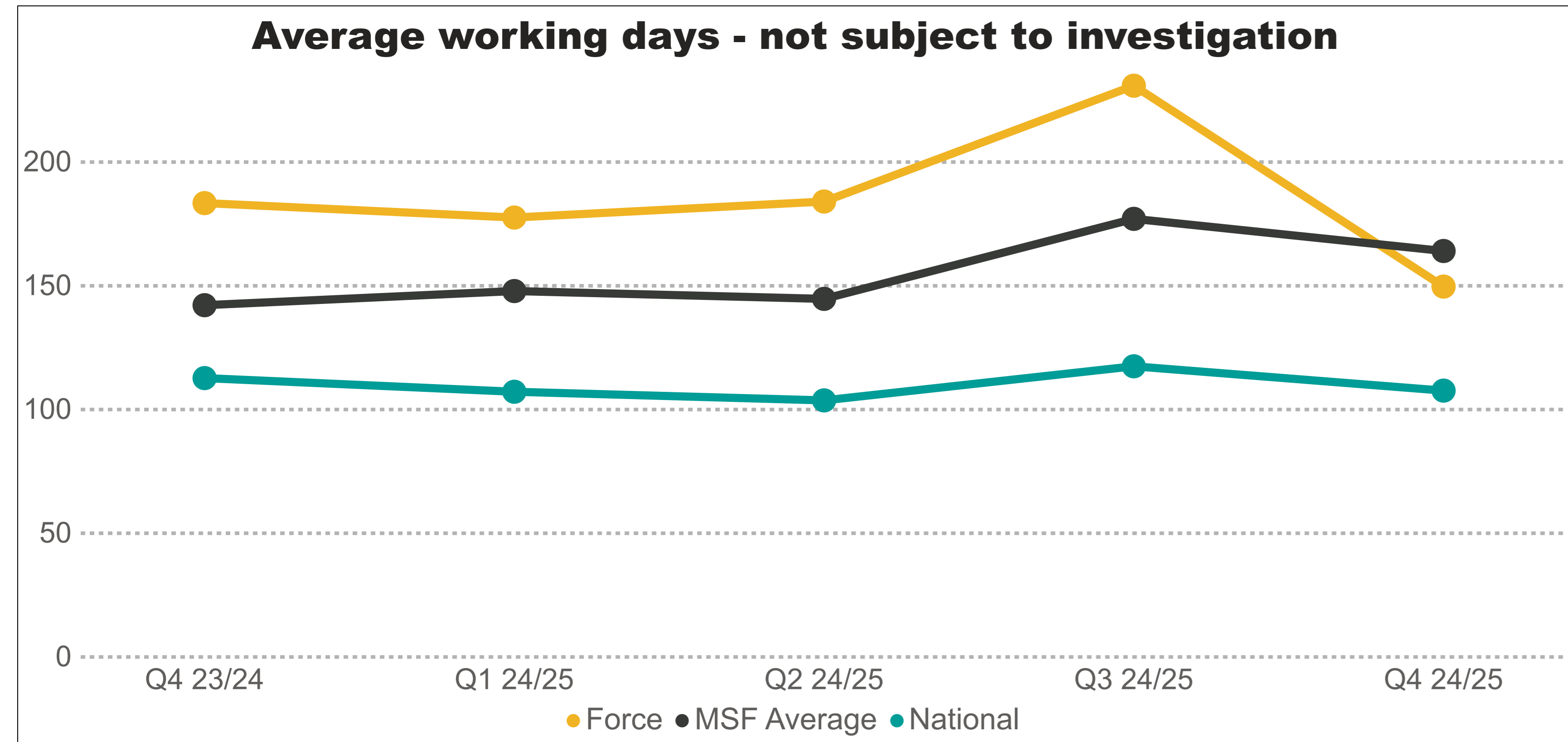
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	627	54	389	180	196	249	34	802
SPLY	772	33	208	122	291	184	1	727
MSF Average	1,327	20	1,299	158	442	235	14	327
National	71,979	20	73,237	109	17,701	220	348	380



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	130
National	23	618

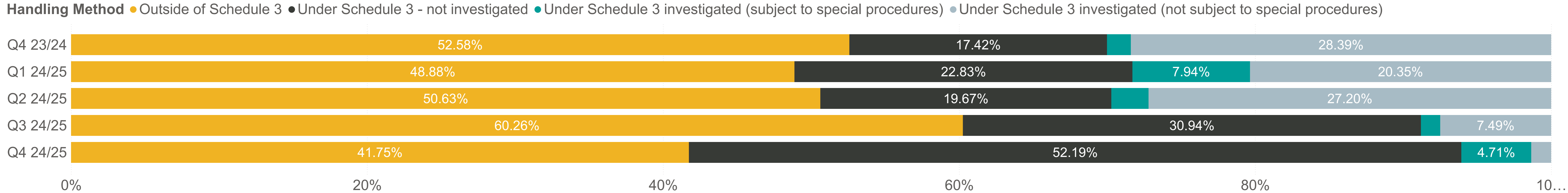


Section A3.1: How allegations were handled and their decisions

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 No.	National %
Under Schedule 3 investigated (not subject to special procedures)	174	14 %	416	12 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	56	4 %	40	2 %	2,071	1 %
Under Schedule 3 - not investigated	389	31 %	1299	40 %	73,237	45 %
Outside of Schedule 3	627	50 %	1327	47 %	71,979	44 %
Total	1,246	100 %	3081	100 %	163,288	100 %

Force: percent of allegations finalised by handling method



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 No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					29	7 %	5,604	8 %			26	1 %	9	5 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					24	6 %	6,698	9 %	8	14 %	38	2 %	7	4 %	1,499	9 %
Service provided - not acceptable					47	12 %	9,844	13 %	8	14 %	79	4 %	32	18 %	1,931	12 %
Service provided - acceptable					289	74 %	48,901	67 %	22	39 %	338	16 %	110	63 %	11,450	72 %
Not Resolved	10	2 %	3,637	5 %												
Resolved	617	98 %	68,336	95 %												
No Case to Answer									15	27 %	1,081	52 %				
Case to Answer									2	4 %	454	22 %				
Withdrawal							2,080	3 %	1	2 %	52	3 %	16	9 %	426	3 %

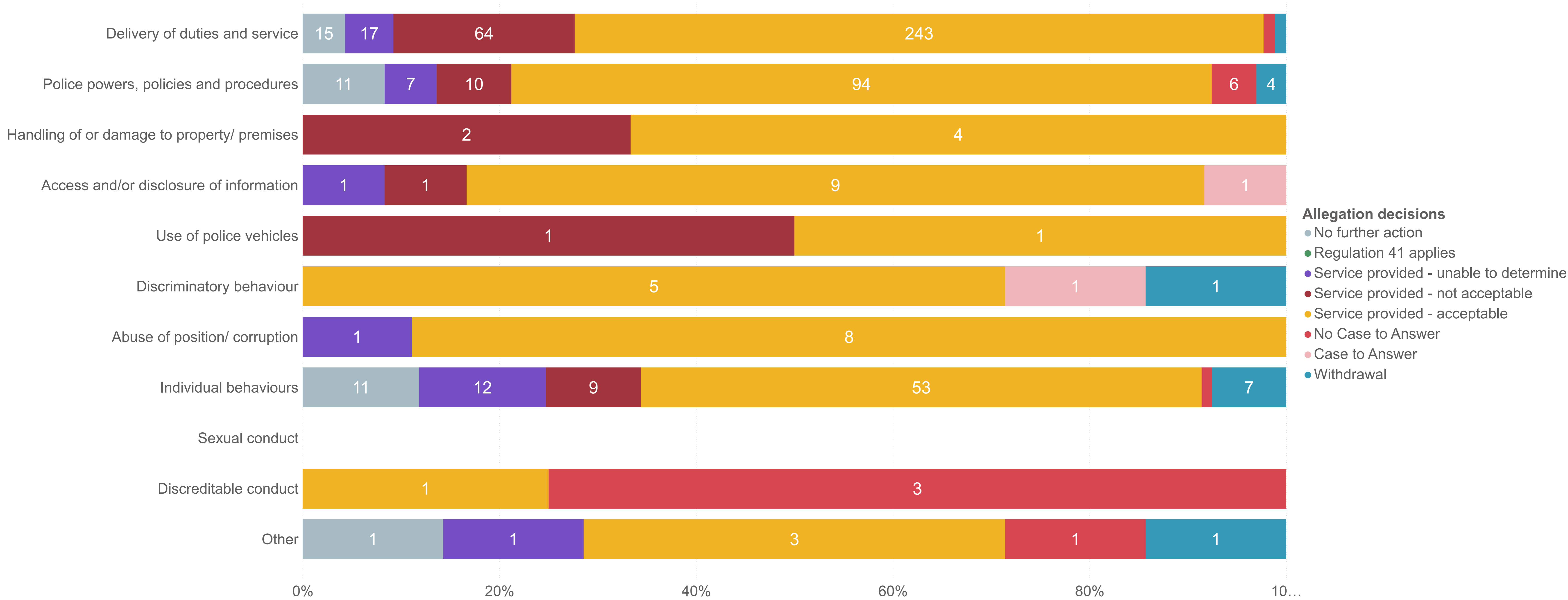
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	414	53	29	6	6	4	0	105	0	0	0	617
Not Resolved	6	1	0	0	0	0	0	3	0	0	0	10

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 %	1	0 %	4	0 %	272	0 %
Learning from reflection	16	3 %	14	2 %	36	2 %	1,991	3 %
Policy review	0	0 %	1	0 %	0	0 %	59	0 %
Goodwill gesture	0	0 %	0	0 %	2	0 %	114	0 %
Apology	178	28 %	268	35 %	141	14 %	6,555	9 %
Debrief	8	1 %	40	5 %	8	1 %	545	1 %
Explanation	318	51 %	261	34 %	842	66 %	45,379	63 %
No further action	55	9 %	74	10 %	149	9 %	8,079	11 %
Other action	35	6 %	101	13 %	115	7 %	8,339	12 %

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	3	0 %	4	1 %	13	1 %	813	1 %
Apology	40	6 %	35	7 %	81	4 %	3,493	4 %
Debrief	0	0 %	0	0 %	12	0 %	2,874	3 %
Explanation	309	50 %	20	4 %	1,135	66 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	29	0 %
No further action	197	32 %	369	74 %	339	19 %	19,619	21 %
Other action	11	2 %	15	3 %	7	1 %	921	1 %
Learning from reflection	42	7 %	41	8 %	120	6 %	5,009	5 %
Referral to RPRP	13	2 %	14	3 %	28	2 %	1,426	2 %

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

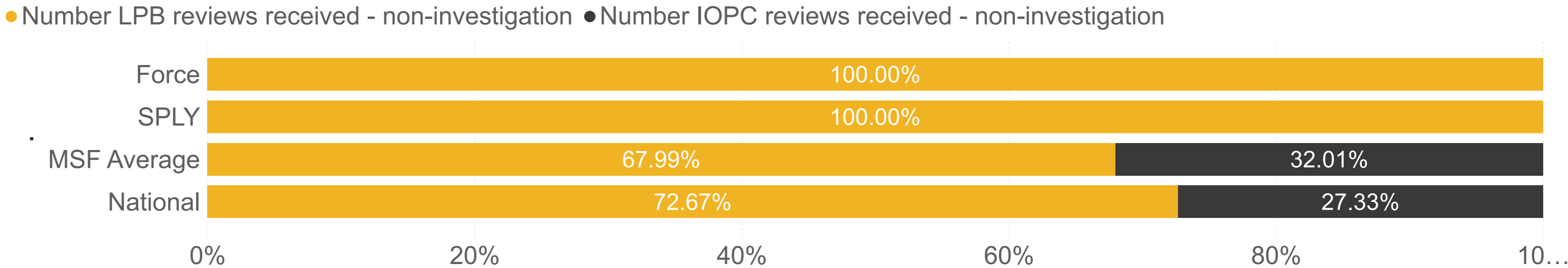
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	1	2 %	0	0 %	5	10 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	0	0 %	2	10 %	2	6 %	139	7 %
Referral to RPRP	4	7 %	4	19 %	7	17 %	354	17 %

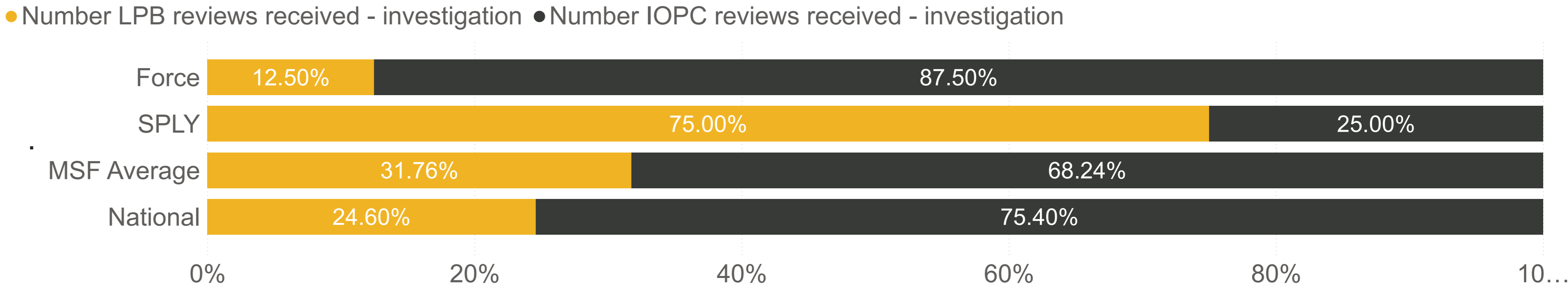
Section C1: Reviews received and timeliness (Year to date)

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	43	0
SPLY	23	0
MSF Average	56	26
National	3,938	1,481



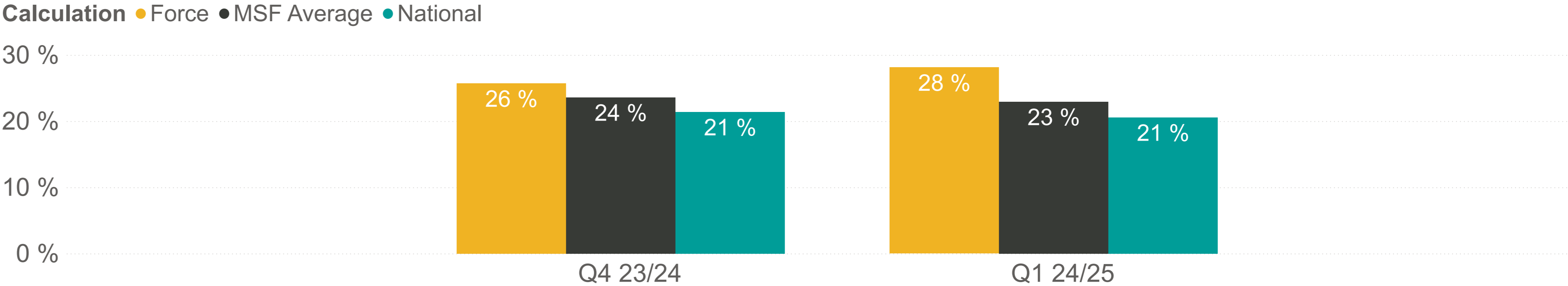
Investigation reviews received	LPB	IOPC
Force	1	7
SPLY	6	2
MSF Average	9	20
National	309	947



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	51	147
SPLY	31	132
MSF Average	111	619
National	6,675	31,687

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	38	37	36	48
Average number of working days to complete IOPC reviews	102	209	145	148

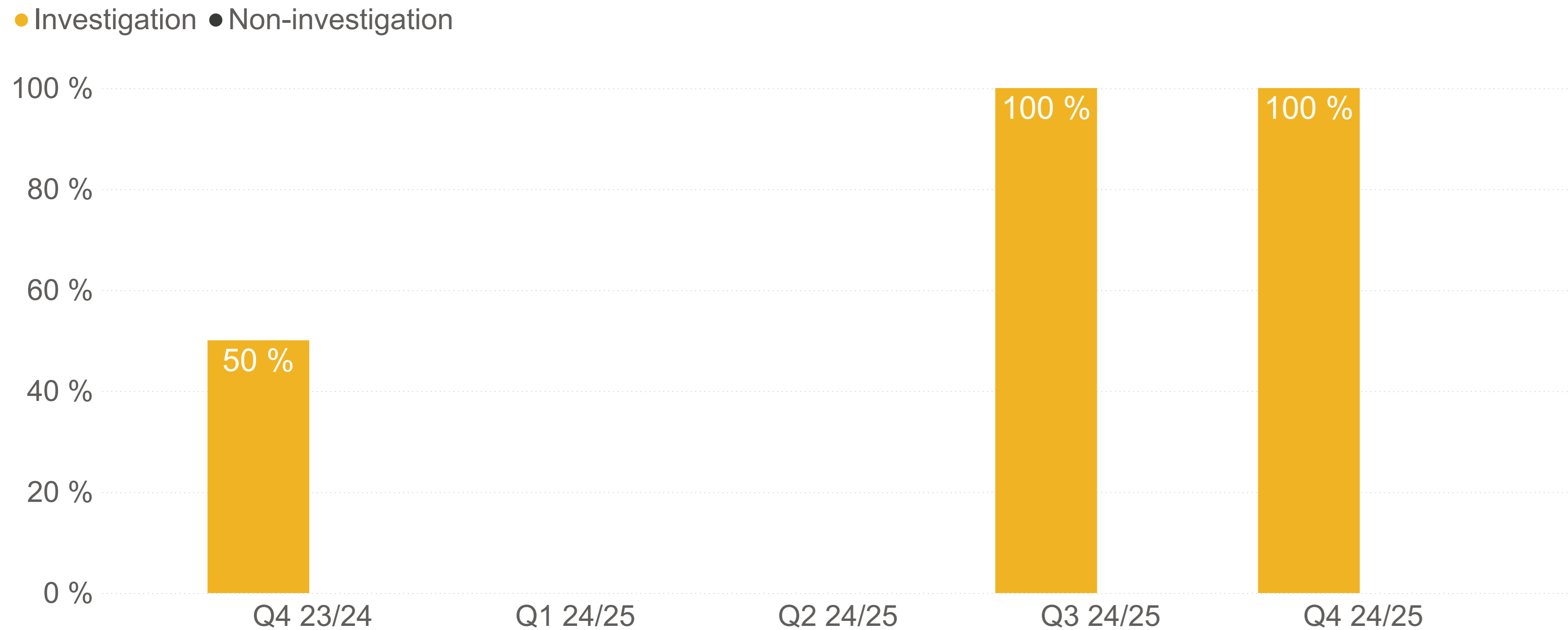
Section C2: Outcomes on reviews

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.

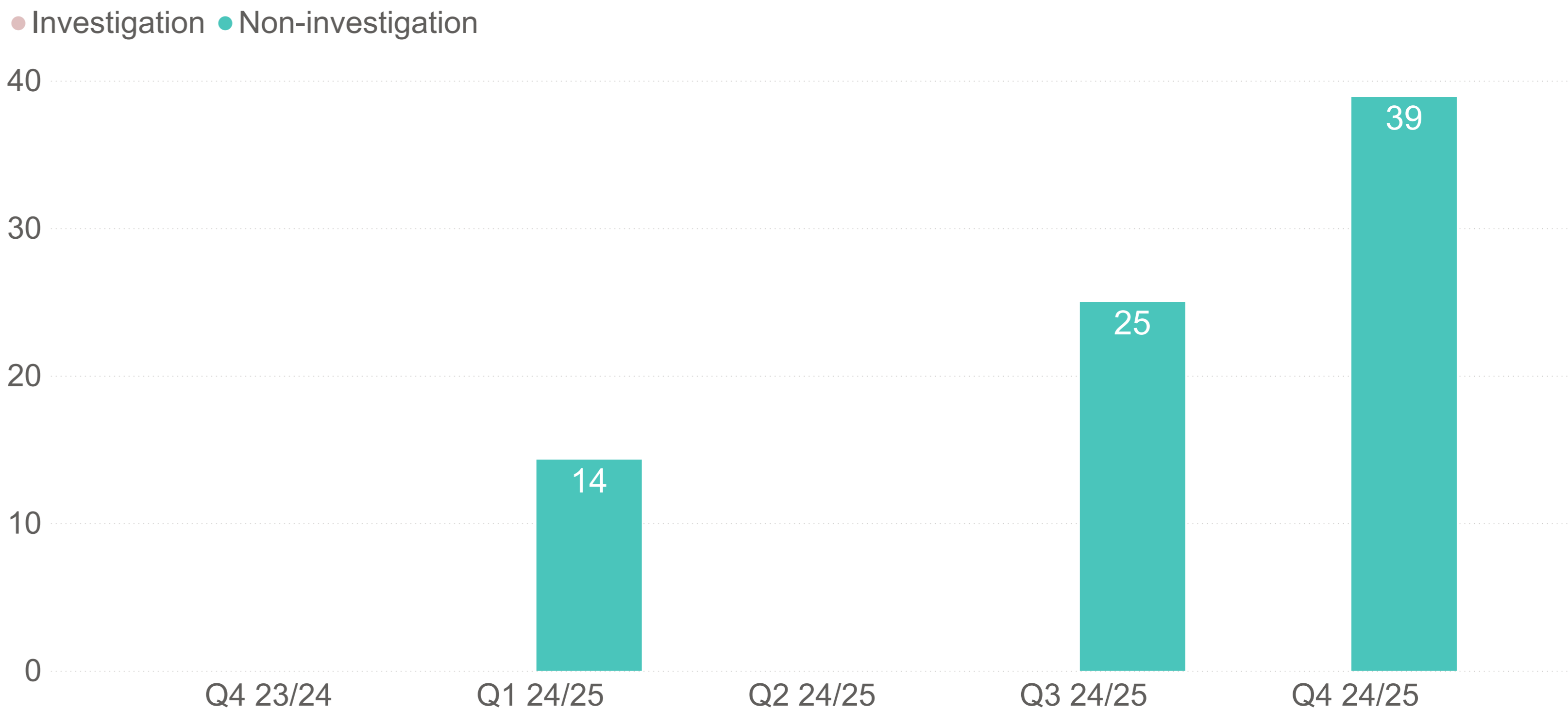
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	4	3	1	
SPLY	3	1	7	1
MSF Average	18	4	8	16
National	903	272	284	81

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	0	0	38	10
SPLY	0	0	18	
MSF Average	20	6	56	11
National	1,112	330	3,747	802

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



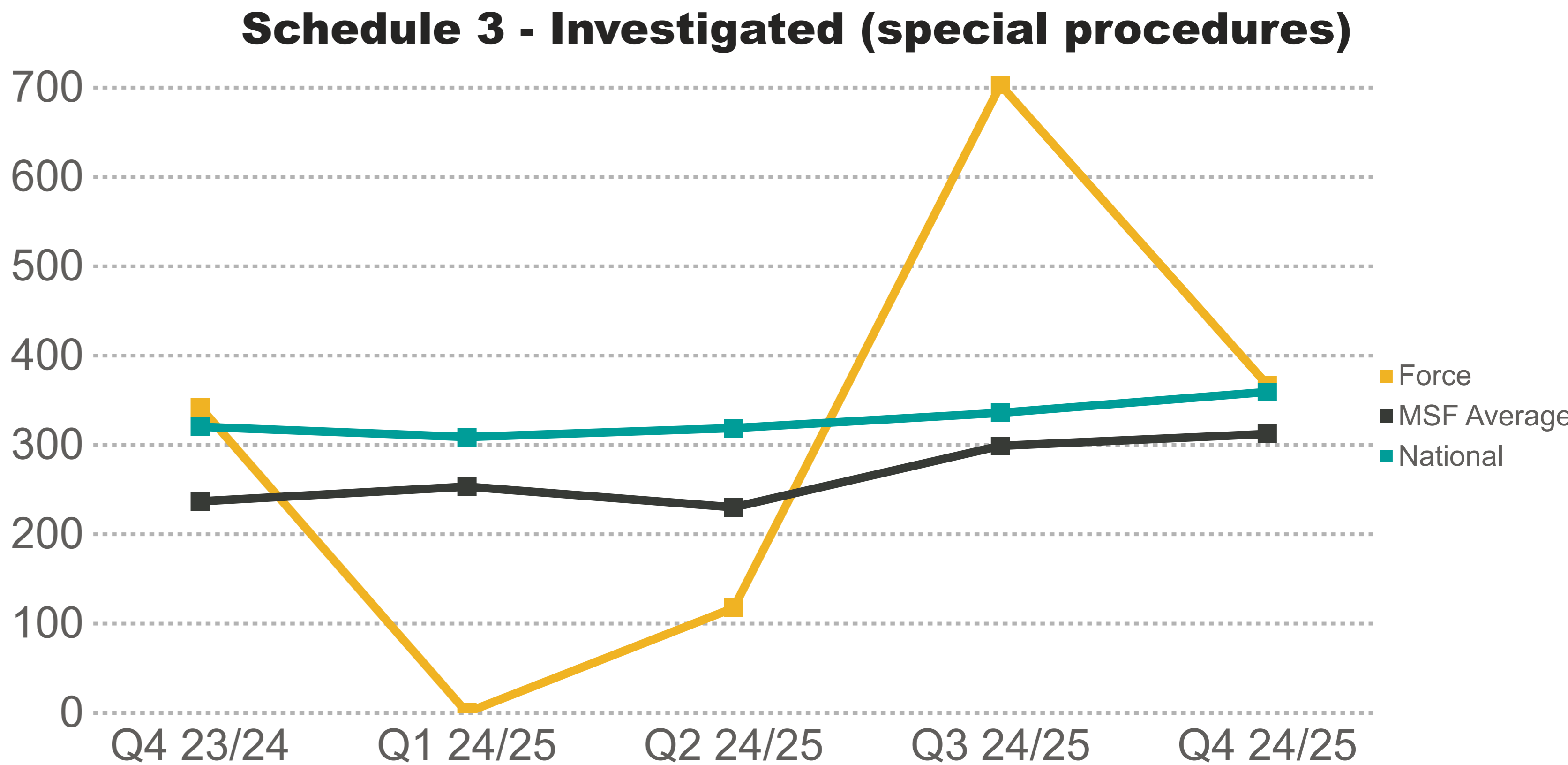
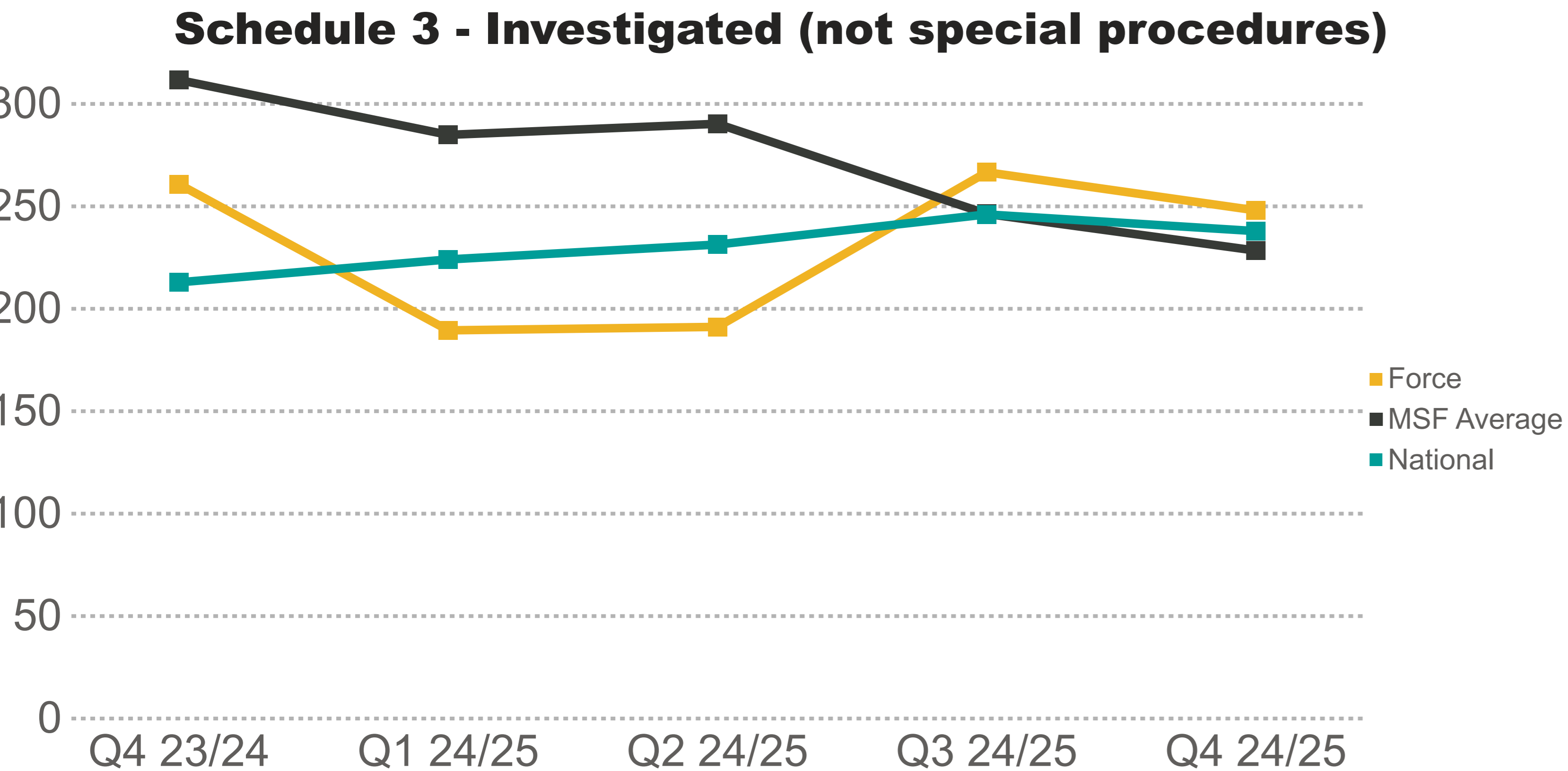
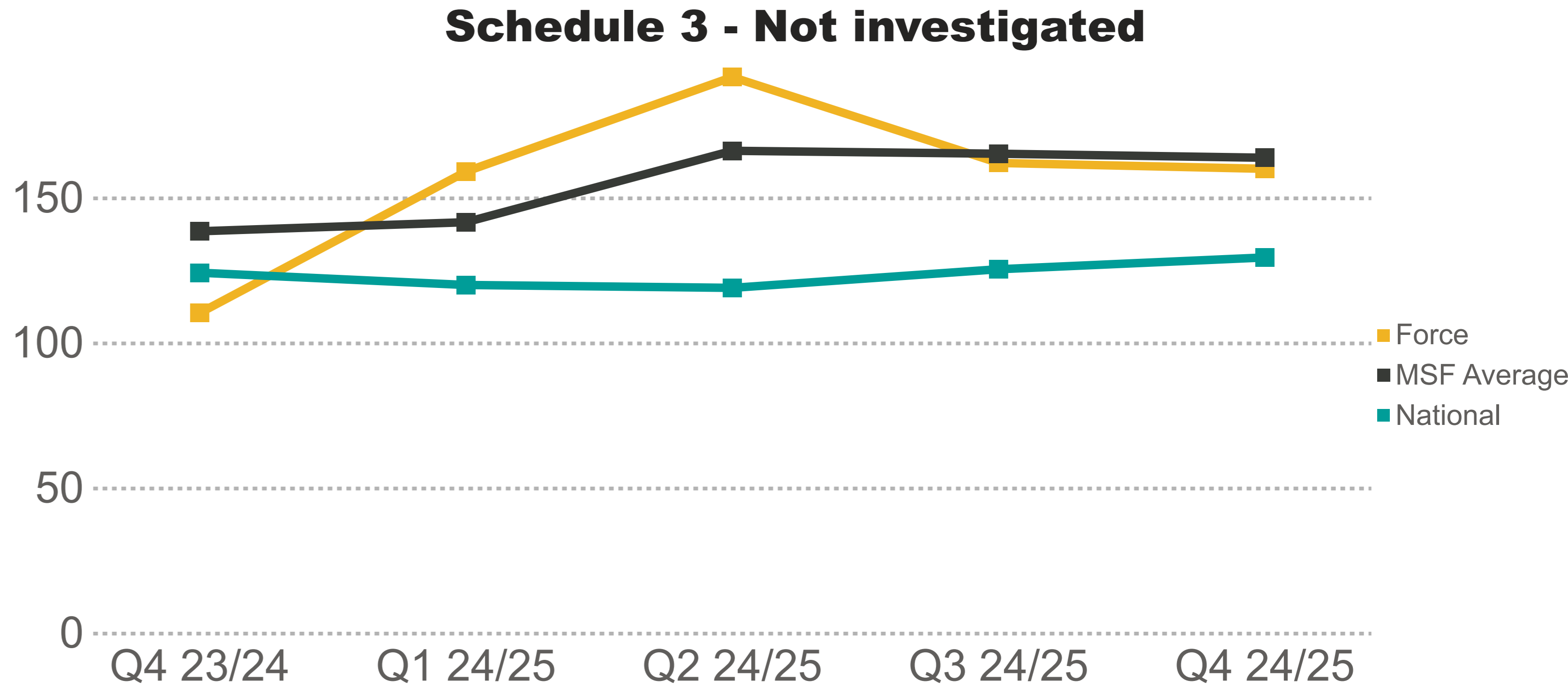
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	525	286	321	329
Under Schedule 3 investigated (not subject to special procedures)	216	170	261	234
Under Schedule 3 - not investigated	165	94	157	124
Total	204	137	178	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	91	68	481	25,876
Under Schedule 3 investigated (not subject to special procedures)	47	57	128	5,122
Under Schedule 3 investigated (subject to special procedures)	9	7	10	689
Total	147	132	619	31,687

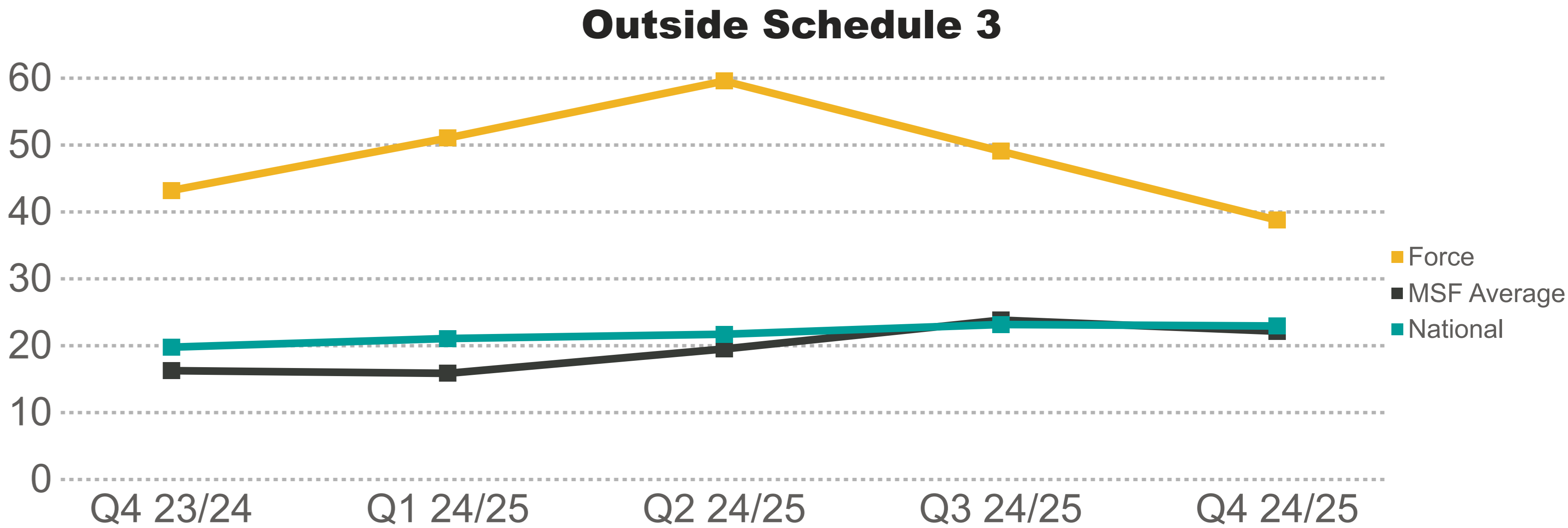


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	500	651	1010	60061
Average days to finalise complaint cases handled outside of Schedule 3	49	34	20	22



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	500	77%	651	83%	1,010	62%	60,061	65%
Under Schedule 3 - not investigated	91	14%	68	9%	481	30%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	47	7%	57	7%	128	8%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	9	1%	7	1%	10	1%	689	1%
Total	647	100%	783	100%	1,629	100%	91,750	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.

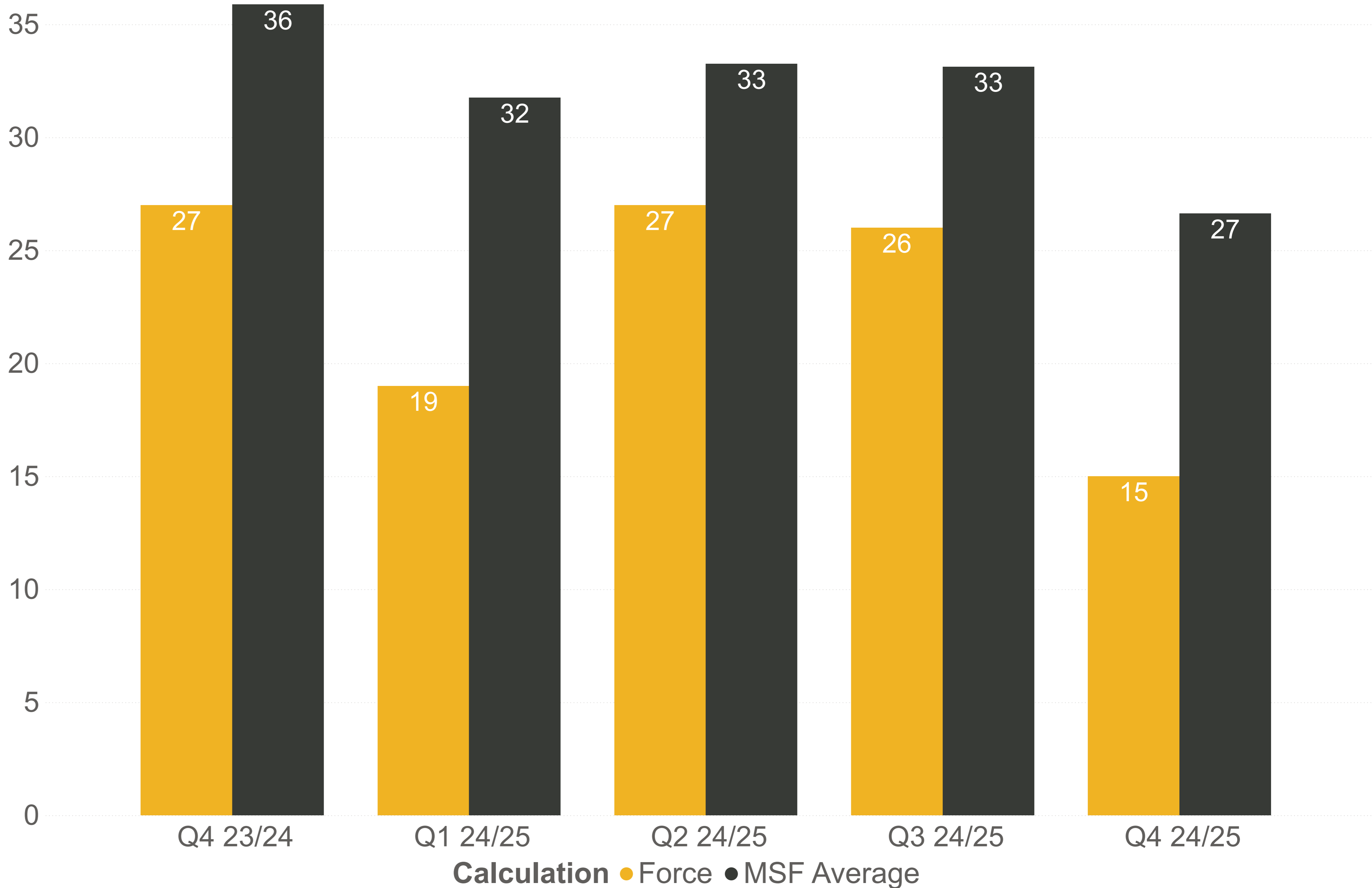
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	87	70	125	6,713
Number referrals completed	89	67	127	6,786
Decision: Independent Investigation	5	4	5	351
Decision: Directed Investigation	0	1	1	30
Decision: Local Investigation	53	43	61	3,629
Decision: Return to Force	26	17	58	2,634
Decision: Invalid	5	2	3	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Durham, Gwent, Humberside, Lancashire, Northamptonshire, Northumbria, South Wales, South 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 \(February 2020\)](#).