

# Interim Police Complaints Information Bulletin: Surrey

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

**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)

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

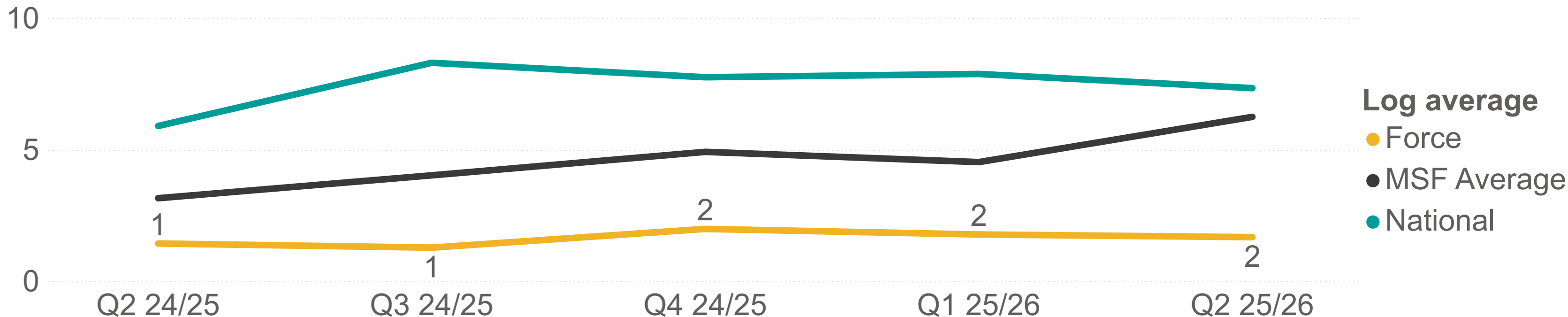
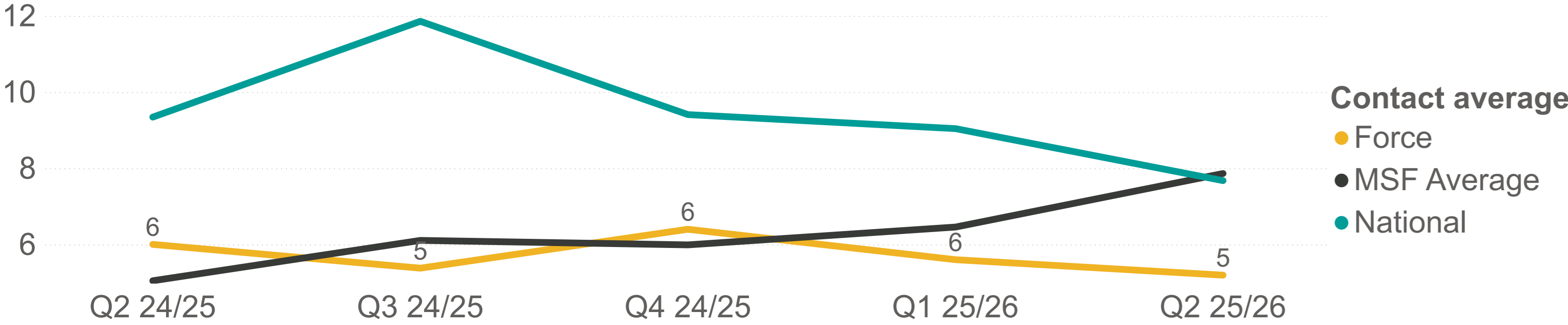
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

**Section A1.1: Complaint cases and allegations logged**

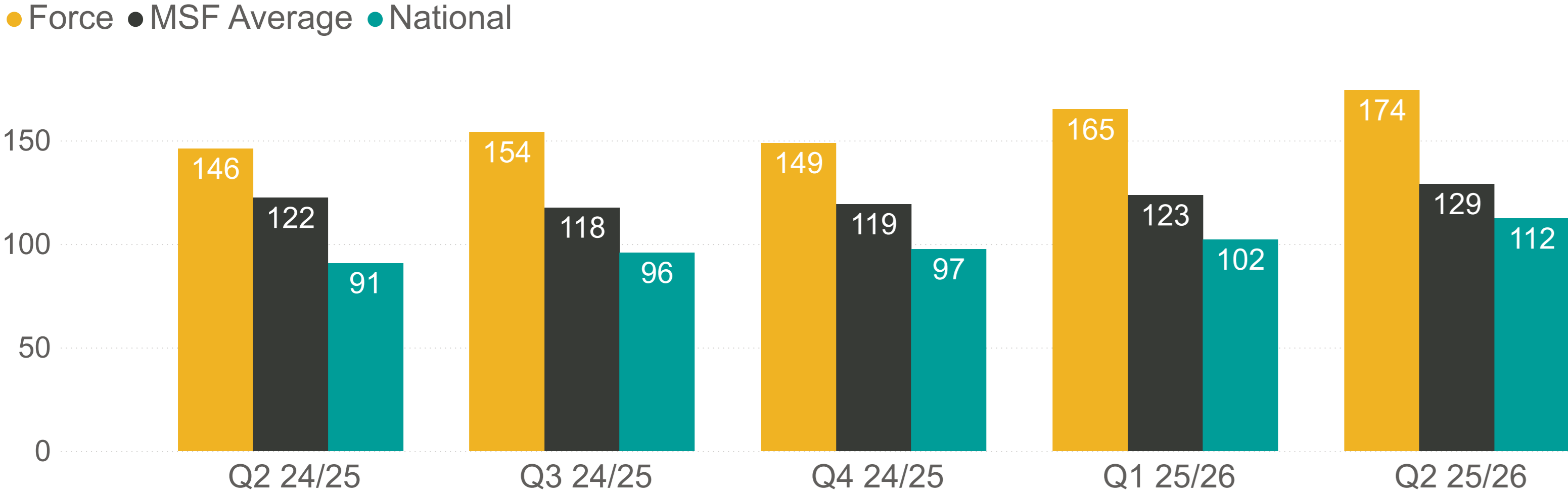
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

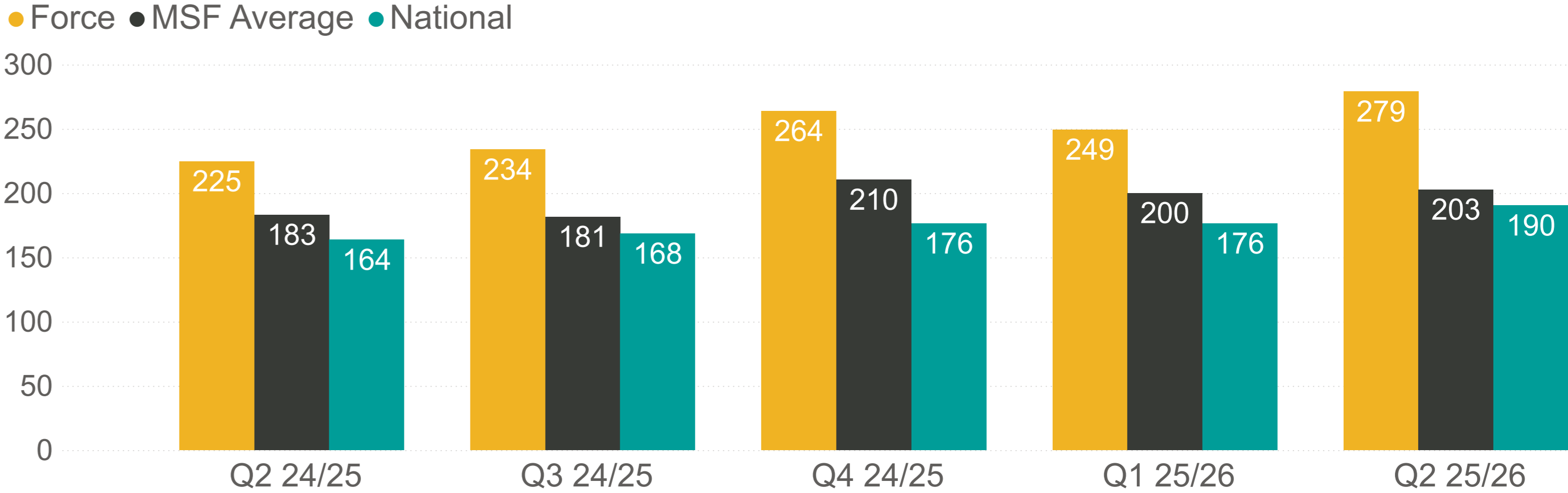
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,499	339	2,335	528	5	2
SPLY	1,317	300	2,192	499	7	1
MSF Average	1,229	252	1,854	403	7	5
National	54,025	214	92,398	367	8	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	96	52	73	6,147
Complainant wishes the complaint be recorded	171	171	68	2,922
Dissatisfaction after initial handling	79	107	56	2,753
Nature of the allegation(s) in the complaint	41	37	160	5,061
<b>Total</b>	<b>387</b>	<b>367</b>	<b>356</b>	<b>16,883</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	25 %	14 %	19 %	36 %
Complainant wishes the complaint be recorded	44 %	47 %	22 %	17 %
Dissatisfaction after initial handling	20 %	29 %	16 %	16 %
Nature of the allegation(s) in the complaint	11 %	10 %	43 %	30 %

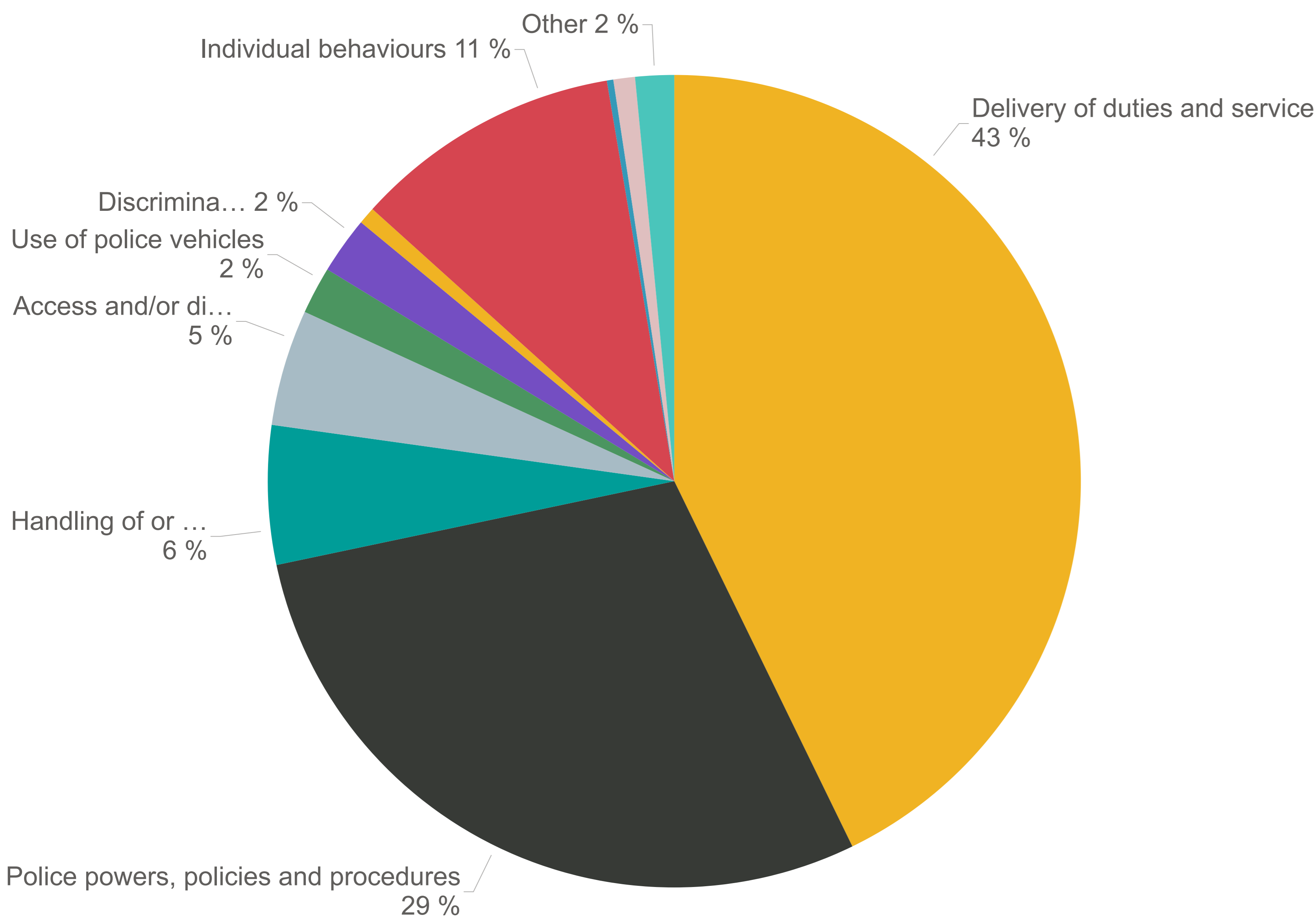
**Section A1.3: Allegations logged – what has been complained about (YTD)**

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.

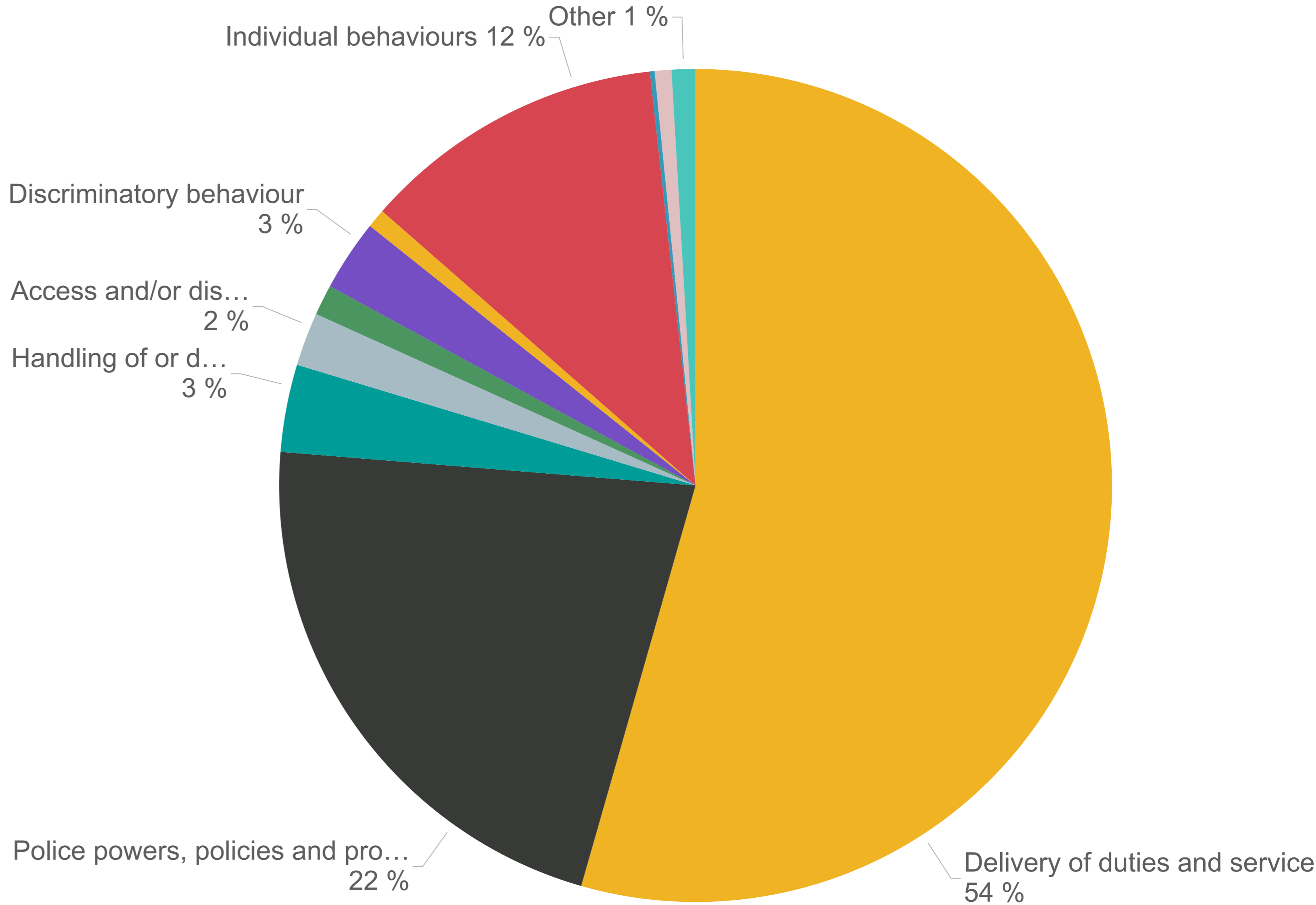
**What has been complained about (YTD)**

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	999	675	129	108	44	53	16	249	6	20	36	2,335
SPLY	973	541	118	95	44	60	8	276	7	25	45	2,192
MSF Average	928	461	75	56	25	61	18	203	3	10	14	1,854
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	<b>Total</b>	<b>999</b>	<b>43 %</b>	<b>973</b>	<b>44 %</b>	<b>928</b>	<b>49 %</b>	<b>50,289</b>	<b>54 %</b>	
	Police action following contact	613	61 %	589	61 %	367	46 %	21,478	43 %	
	General level of service	173	17 %	148	15 %	358	28 %	14,998	30 %	
	Information	130	13 %	149	15 %	83	10 %	5,808	12 %	
	Decisions	83	8 %	87	9 %	120	15 %	8,005	16 %	
Police powers, policies and procedures	<b>Total</b>	<b>675</b>	<b>29 %</b>	<b>541</b>	<b>25 %</b>	<b>461</b>	<b>24 %</b>	<b>20,195</b>	<b>22 %</b>	
	Power to arrest and detain	152	23 %	166	31 %	75	16 %	3,563	18 %	
	Evidential procedures	115	17 %	45	8 %	53	10 %	1,828	9 %	
	Use of force	96	14 %	84	16 %	90	21 %	4,720	23 %	
	Other policies and procedures	90	13 %	55	10 %	84	17 %	2,380	12 %	
	Searches of premises and seizure of property	76	11 %	69	13 %	55	12 %	2,650	13 %	
	Bail, identification and interview procedures	53	8 %	38	7 %	34	8 %	1,229	6 %	
	Detention in police custody	48	7 %	55	10 %	44	11 %	2,555	13 %	
	Out of court disposals	26	4 %	7	1 %	13	2 %	334	2 %	
	Stops, and stop and search	19	3 %	22	4 %	15	3 %	936	5 %	
	Individual behaviours	<b>Total</b>	<b>249</b>	<b>11 %</b>	<b>276</b>	<b>13 %</b>	<b>203</b>	<b>12 %</b>	<b>10,906</b>	<b>12 %</b>
		Unprofessional attitude and disrespect	96	39 %	97	35 %	71	35 %	3,042	28 %
Overbearing or harassing behaviours		61	24 %	66	24 %	31	14 %	1,688	15 %	
Lack of fairness and impartiality		35	14 %	49	18 %	29	14 %	1,613	15 %	
Impolite language / tone		31	12 %	36	13 %	42	20 %	2,938	27 %	
Impolite and intolerant actions		26	10 %	28	10 %	32	16 %	1,625	15 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>129</b>	<b>6 %</b>	<b>118</b>	<b>5 %</b>	<b>73</b>	<b>4 %</b>	<b>3,060</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	129	100 %	118	100 %	73	93 %	3,060	98 %	
Access and/or disclosure of information	<b>Total</b>	<b>108</b>	<b>5 %</b>	<b>95</b>	<b>4 %</b>	<b>56</b>	<b>3 %</b>	<b>1,916</b>	<b>2 %</b>	
	Disclosure of information	73	68 %	78	82 %	37	70 %	1,319	69 %	
	Handling of information	26	24 %	10	11 %	14	20 %	360	19 %	
	Use of police systems	6	6 %	6	6 %	4	8 %	158	8 %	
	Accessing and handling of information from other sources	3	3 %	1	1 %	2	2 %	79	4 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Information	0	0 %	0	0 %	0	0 %	0	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	931	40 %	797	36 %	731	39 %	35,875	39 %
None	514	22 %	541	25 %	263	14 %	17,926	19 %
Arrest	275	12 %	257	12 %	217	12 %	11,122	12 %
Roads/traffic	178	8 %	186	8 %	153	9 %	5,674	6 %
Domestic / gender abuse	158	7 %	136	6 %	118	6 %	5,308	6 %
VAWG - dissatisfaction handling	132	6 %	99	5 %	97	6 %	3,994	4 %
Custody	117	5 %	140	6 %	101	6 %	5,234	6 %
Neighbourhood policing	99	4 %	71	3 %	84	4 %	4,427	5 %
Call Handling	96	4 %	70	3 %	105	7 %	3,994	4 %
Premises search	75	3 %	66	3 %	43	2 %	2,313	3 %
Mental health	68	3 %	59	3 %	58	3 %	2,452	3 %
Child protection / CSA / CSE	52	2 %	54	2 %	31	2 %	1,763	2 %
Hate Crime	34	1 %	13	1 %	14	1 %	415	0 %
Drugs / alcohol	28	1 %	27	1 %	25	1 %	1,000	1 %
Stop and/or search	27	1 %	30	1 %	27	2 %	1,871	2 %
Fraud	26	1 %	16	1 %	14	1 %	643	1 %
Death	21	1 %	45	2 %	21	1 %	772	1 %
Firearms	17	1 %	14	1 %	15	1 %	387	0 %
Social media	17	1 %	11	1 %	12	1 %	479	1 %
Serious injury	12	1 %	6	0 %	7	0 %	193	0 %
VAWG - police perpetrated	12	1 %	8	0 %	5	0 %	425	0 %
Restraint equipment	10	0 %	15	1 %	17	1 %	867	1 %
Missing persons	9	0 %	16	1 %	15	1 %	622	1 %
Public order incident	4	0 %	9	0 %	12	1 %	659	1 %
Taser	4	0 %	5	0 %	1	0 %	100	0 %
Police dogs or horses	2	0 %	2	0 %	1	0 %	57	0 %
PPDA	2	0 %	0	0 %	1	0 %	58	0 %
Unknown	1	0 %	0	0 %	1	0 %	6	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 %
Covert policing	0	0 %	0	0 %	0	0 %	46	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
VAWG - police victim	0	0 %	3	0 %	2	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	Access and/or disclosure of information	Individual behaviours
VAWG - police perpetrated	0	1	0	0	0
VAWG - dissatisfaction handling	84	33	1	3	9
Unknown	1	0	0	0	0
Taser	0	4	0	0	0
Stop and/or search	1	19	0	0	2
Social media	4	1	0	10	0
Serious injury	3	8	0	0	1
Roads/traffic	50	49	8	3	20
Restraint equipment	0	10	0	0	0
Public order incident	2	1	0	0	1
Premises search	9	47	12	1	5
Police dogs or horses	1	1	0	0	0
None	188	97	34	58	86
Neighbourhood policing	67	16	0	1	13
Missing persons	6	1	0	1	1
Mental health	27	32	0	4	3
Investigation	556	182	65	26	69
Hate Crime	18	4	1	1	2
Fraud	16	4	1	0	4
Firearms	4	6	2	1	3
Drugs / alcohol	8	12	1	1	1
Domestic / gender abuse	69	47	5	10	12
Death	13	3	2	0	2
Custody	16	89	2	0	6
Child protection / CSA / CSE	31	13	2	2	2
Call Handling	52	7	0	0	33
Arrest	31	210	8	5	7
<b>Total</b>	<b>999</b>	<b>675</b>	<b>129</b>	<b>108</b>	<b>249</b>

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	36	2	0	38
Q3 24/25	39	5	0	44
Q4 24/25	42	5	1	48
Q1 25/26	68	8	0	76
Q2 25/26	64	4	0	68
<b>Total</b>	<b>249</b>	<b>24</b>	<b>1</b>	<b>274</b>

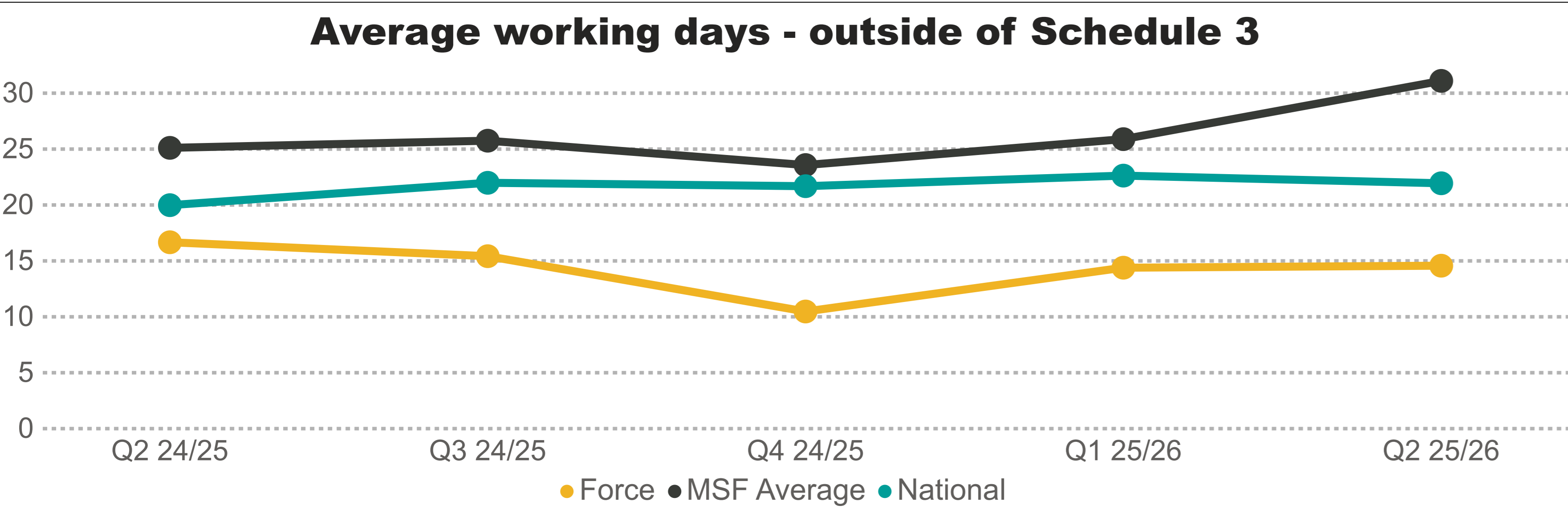
**Section A2: Allegations timeliness**

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.

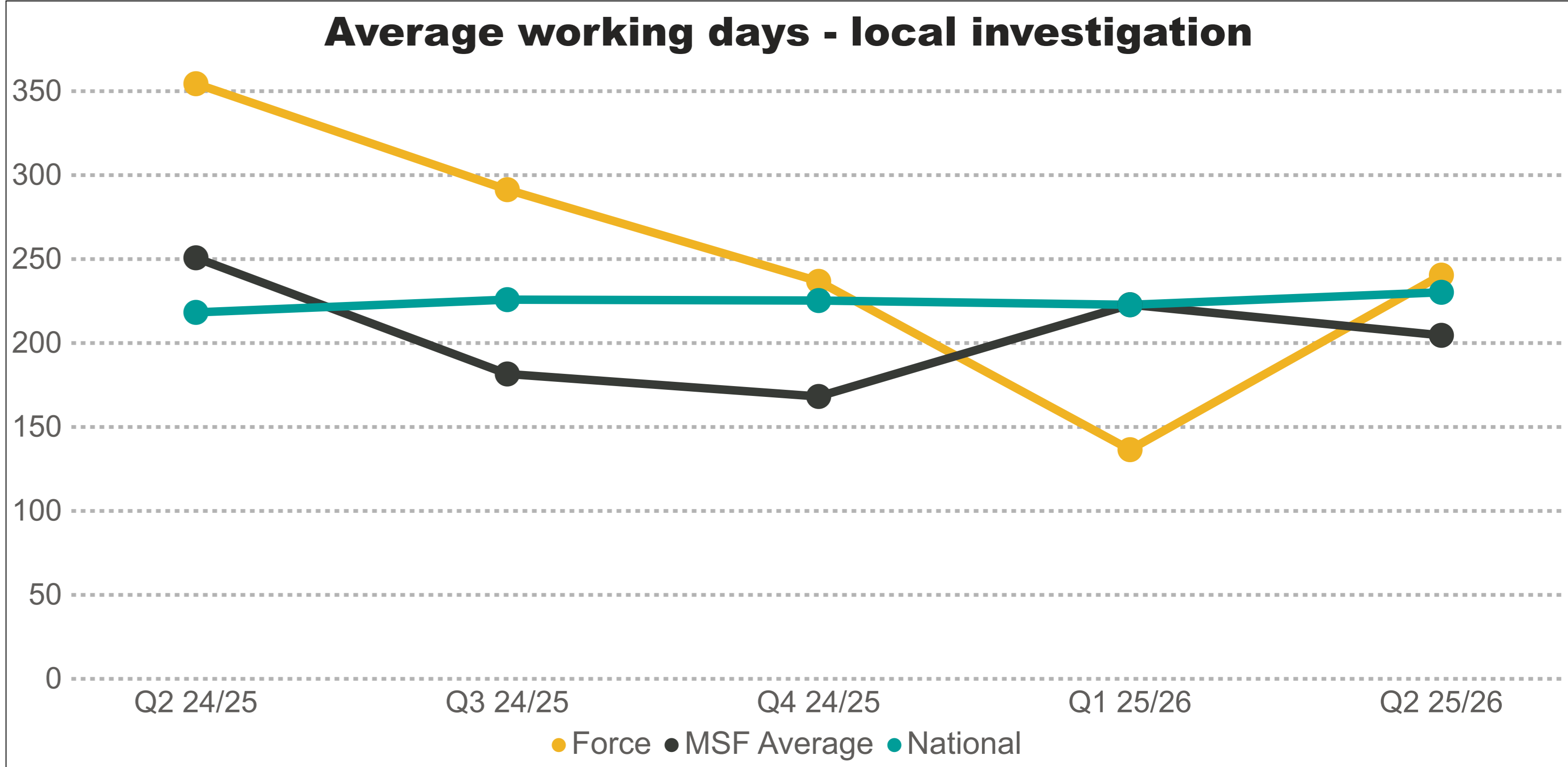
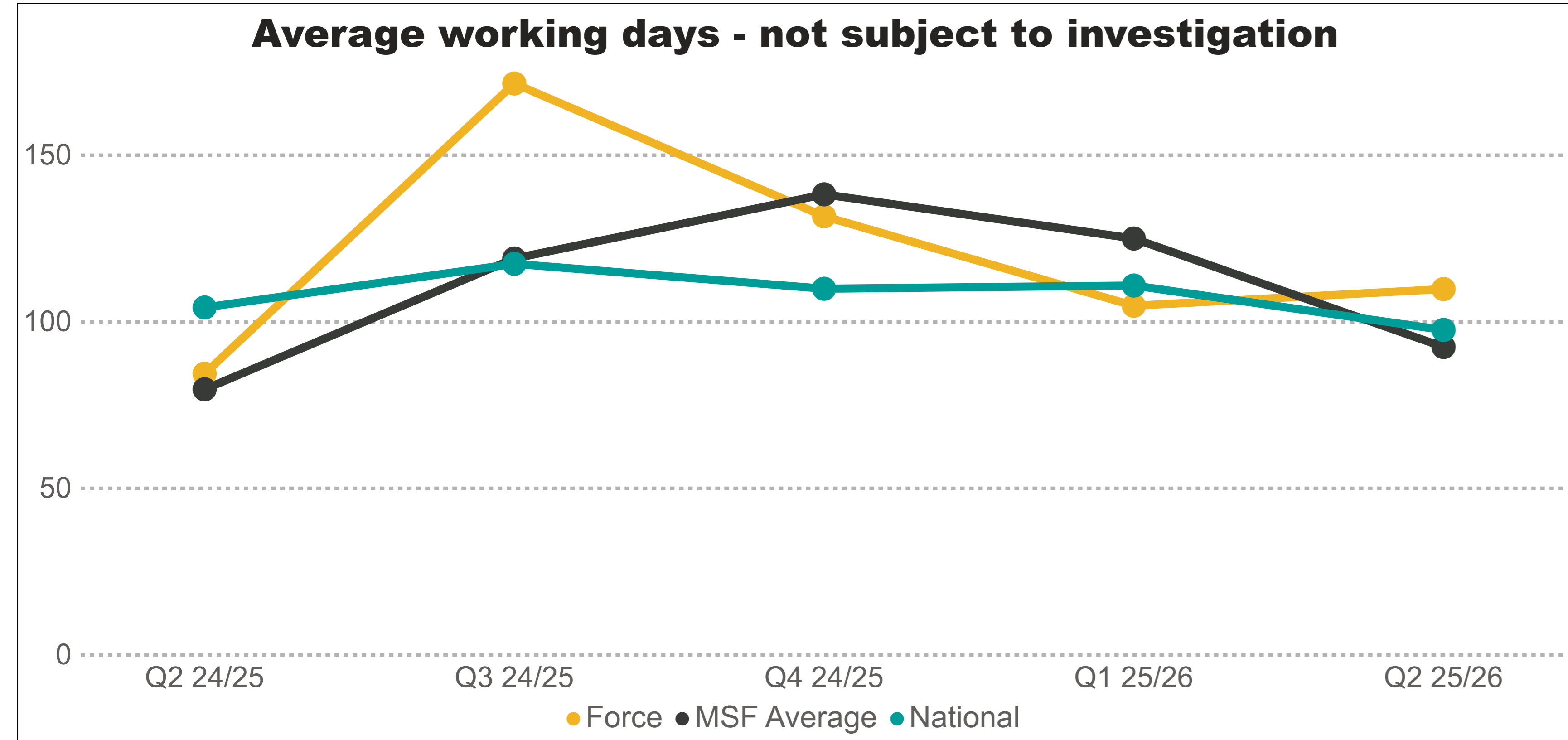
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,093	14	1,327	107	101	183	3	344
SPLY	1,087	17	966	105	107	297	0	0
MSF Average	872	29	770	108	300	224	1	86
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



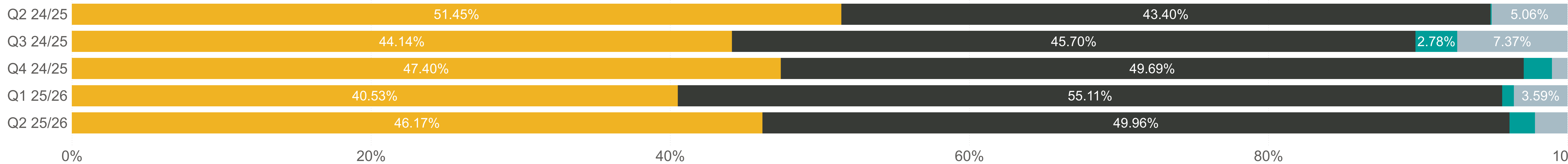
**Section A3.1: How allegations were handled and their decisions**

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)	73	3 %	282	12 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	31	1 %	19	1 %	756	1 %
Under Schedule 3 - not investigated	1,327	53 %	770	44 %	37,787	44 %
Outside of Schedule 3	1,093	43 %	872	43 %	40,759	47 %
<b>Total</b>	<b>2,524</b>	<b>100 %</b>	<b>1943</b>	<b>100 %</b>	<b>86,360</b>	<b>100 %</b>

**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		78	6 %	2,670	7 %			10	1 %	4	5 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		77	6 %	3,444	9 %	1	3 %	18	2 %	10	14 %	712	10 %
Service provided - not acceptable			0		136	10 %	4,757	13 %	1	3 %	33	4 %	5	7 %	970	14 %
Service provided - acceptable			1	0 %	1029	78 %	25,819	68 %	8	26 %	126	17 %	53	73 %	4,785	68 %
Not Resolved	56	5 %	2,044	5 %			0				0				0	
Resolved	1037	95 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		15	48 %	386	51 %			0	
Case to Answer			0				0		4	13 %	141	19 %			0	
Withdrawal			0		7	1 %	1,005	3 %	2	6 %	40	5 %	1	1 %	231	3 %

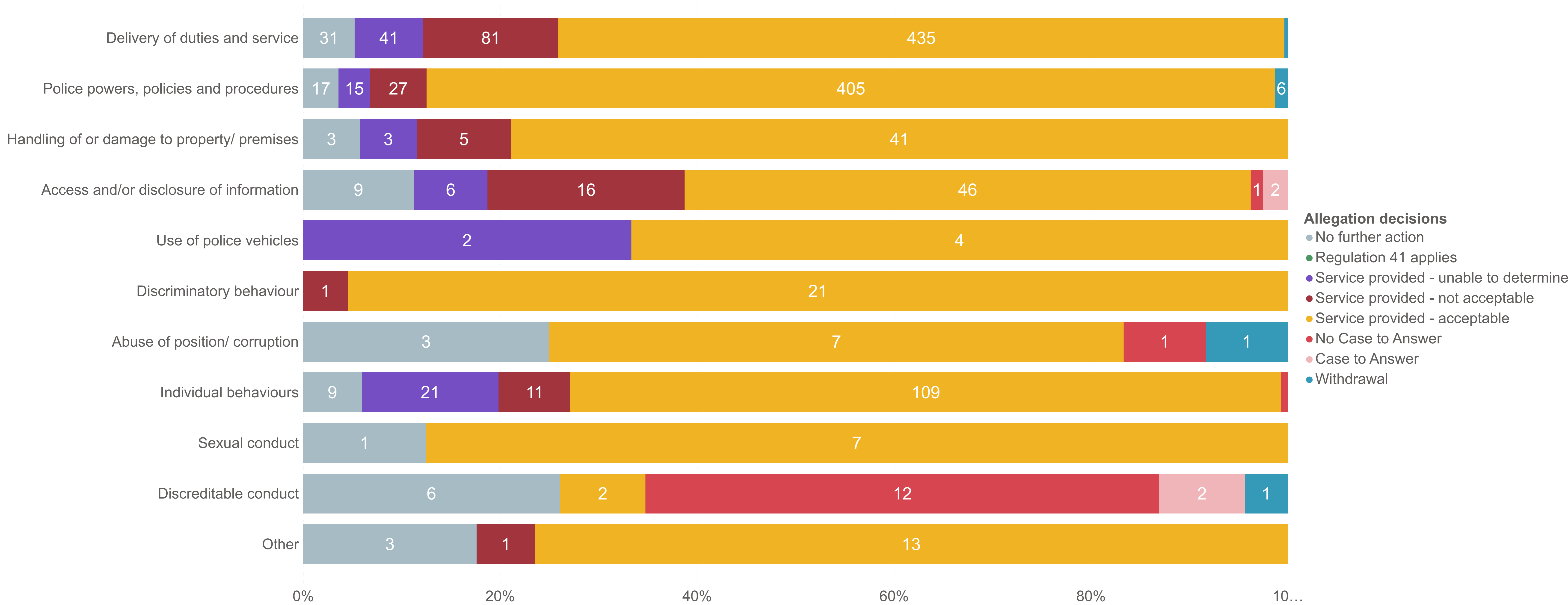
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	464	259	80	36	34	25	2	116	1	3	17	1,037
Not Resolved	19	18	1	4	3	2	1	6	0	1	1	56

**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 %	5	1 %	176	0 %
Learning from reflection	3	0 %	7	1 %	30	6 %	1,043	3 %
Policy review	2	0 %	0	0 %	2	0 %	29	0 %
Goodwill gesture	7	1 %	1	0 %	2	0 %	92	0 %
Apology	52	5 %	32	3 %	72	10 %	3,141	8 %
Debrief	6	1 %	12	1 %	11	2 %	387	1 %
Explanation	726	66 %	839	77 %	504	57 %	26,358	65 %
No further action	233	21 %	141	13 %	160	16 %	5,286	13 %
Other action	49	4 %	43	4 %	75	6 %	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	3	0 %	6	1 %	10	1 %	346	1 %
Apology	16	1 %	26	2 %	29	3 %	1,647	4 %
Debrief	0	0 %	1	0 %	1	0 %	1,823	4 %
Explanation	1,312	92 %	873	81 %	646	63 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	9	0 %
No further action	51	4 %	86	8 %	276	22 %	8,724	19 %
Other action	3	0 %	3	0 %	7	1 %	379	1 %
Learning from reflection	26	2 %	44	4 %	62	7 %	2,446	5 %
Referral to RPRP	13	1 %	27	3 %	33	2 %	602	1 %

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

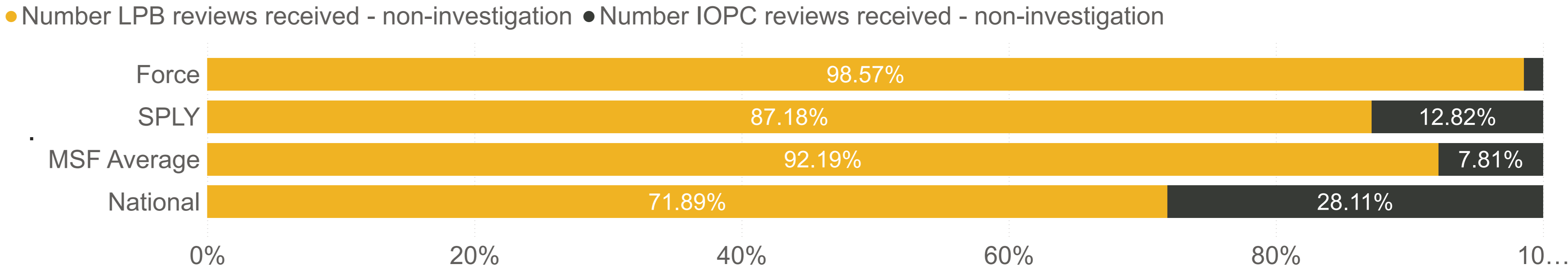
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	3	10 %	0	0 %	1	3 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	1	3 %	0	0 %	1	5 %	45	6 %
Referral to RPRP	2	6 %	1	25 %	4	20 %	92	12 %

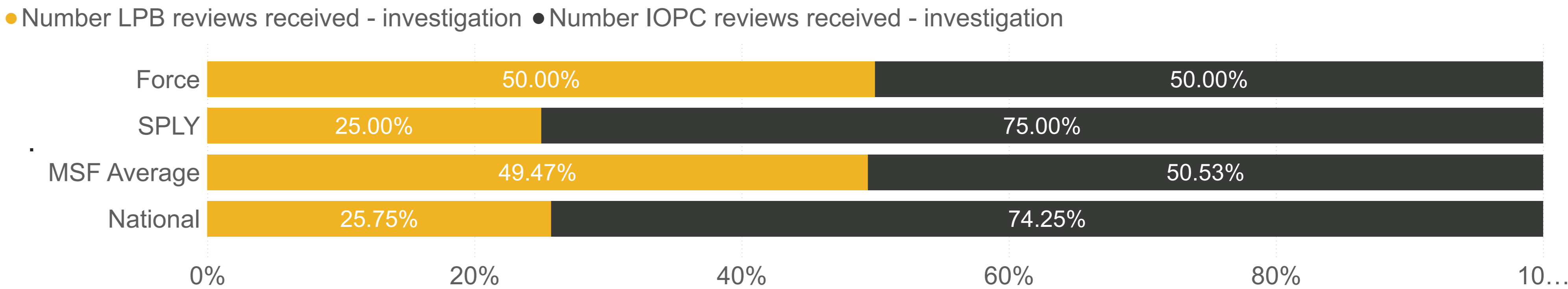
**Section C1: Reviews received and timeliness (Year to date)**

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	138	2
SPLY	68	10
MSF Average	74	6
National	2,222	869

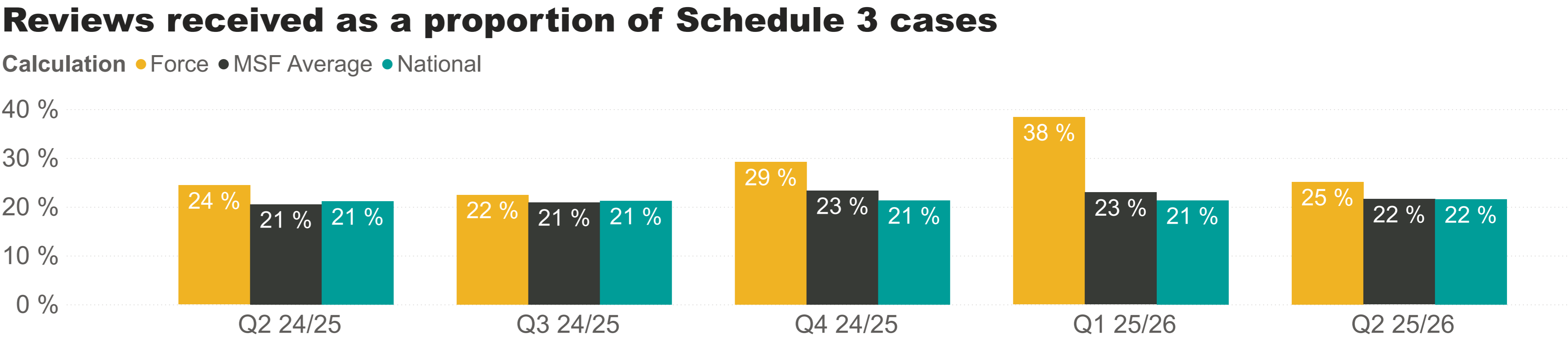


Investigation reviews received	LPB	IOPC
Force	1	1
SPLY	2	6
MSF Average	12	12
National	145	418



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	142	454
SPLY	86	325
MSF Average	104	474
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	41	39	35	46
Average number of working days to complete IOPC reviews	199	144	154	139

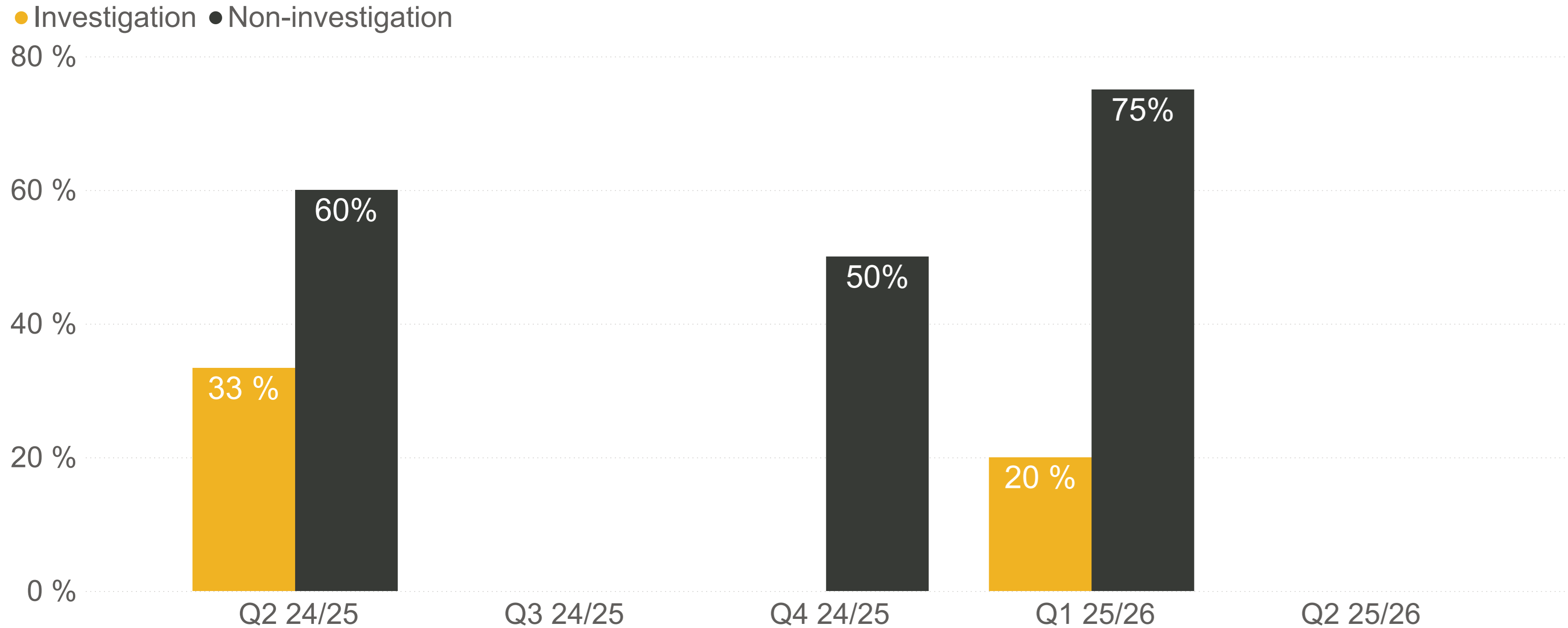
**Section C2: Outcomes on reviews**

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.

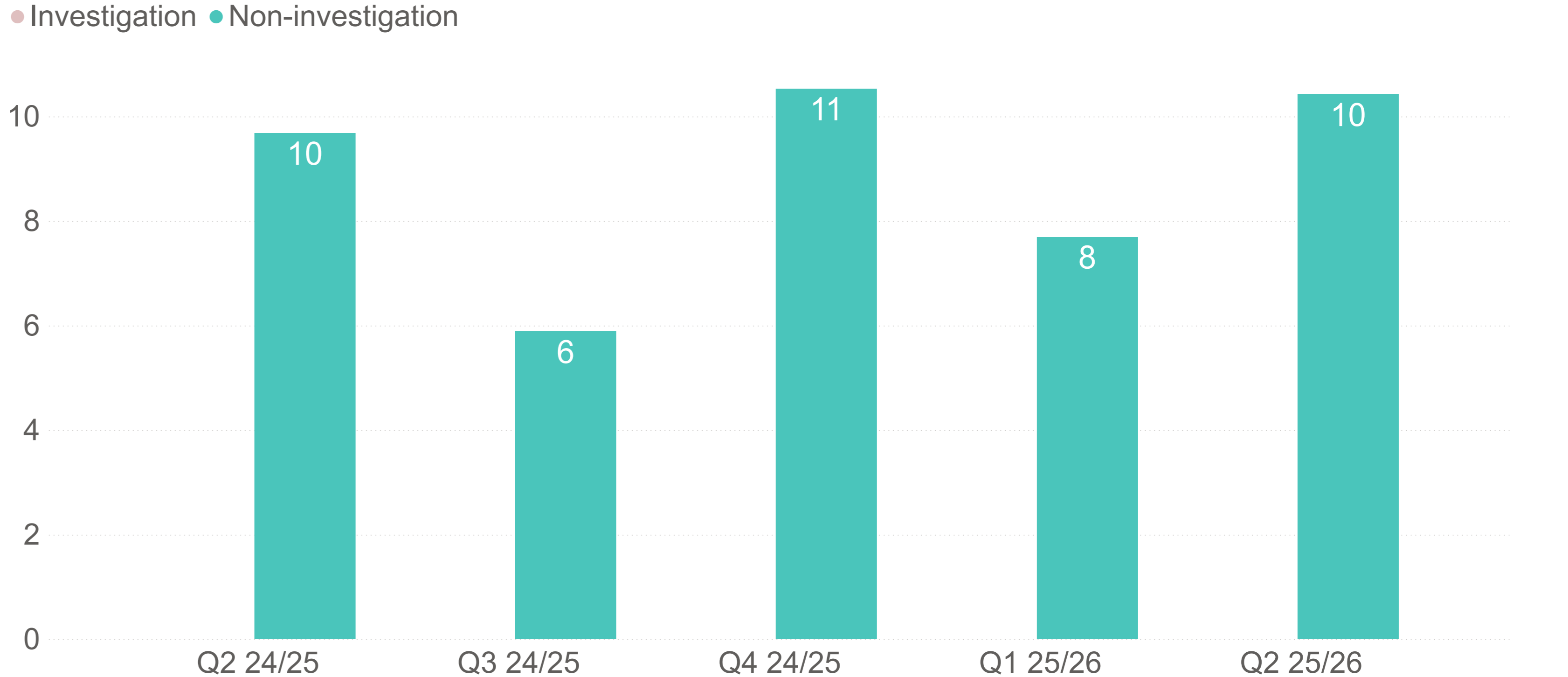
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	9	1	1	
SPLY	3	1	1	
MSF Average	14	5	16	24
National	595	160	147	47

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	7	3	87	8
SPLY	8	5	52	4
MSF Average	9	4	54	9
National	949	244	1,971	392

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



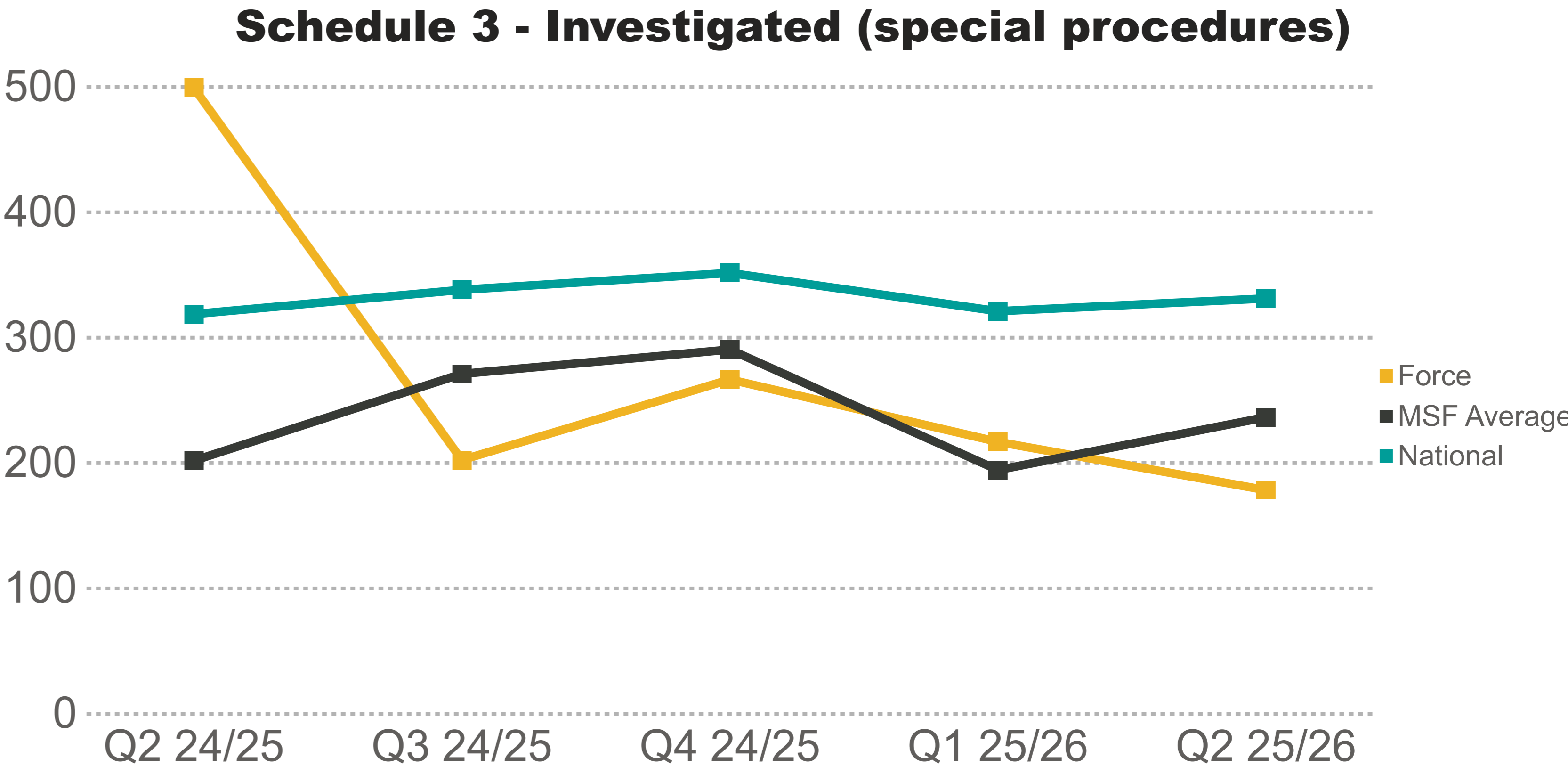
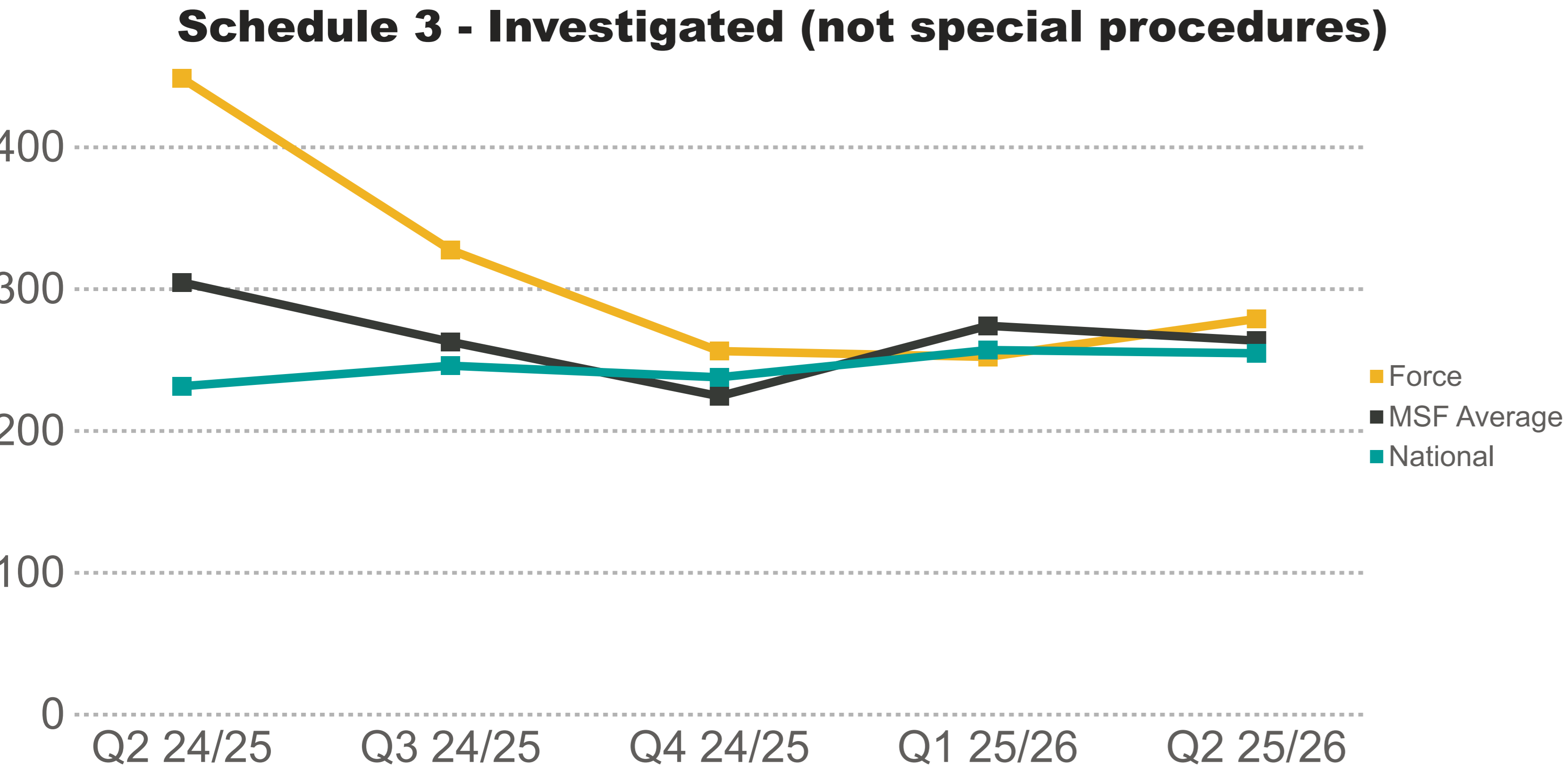
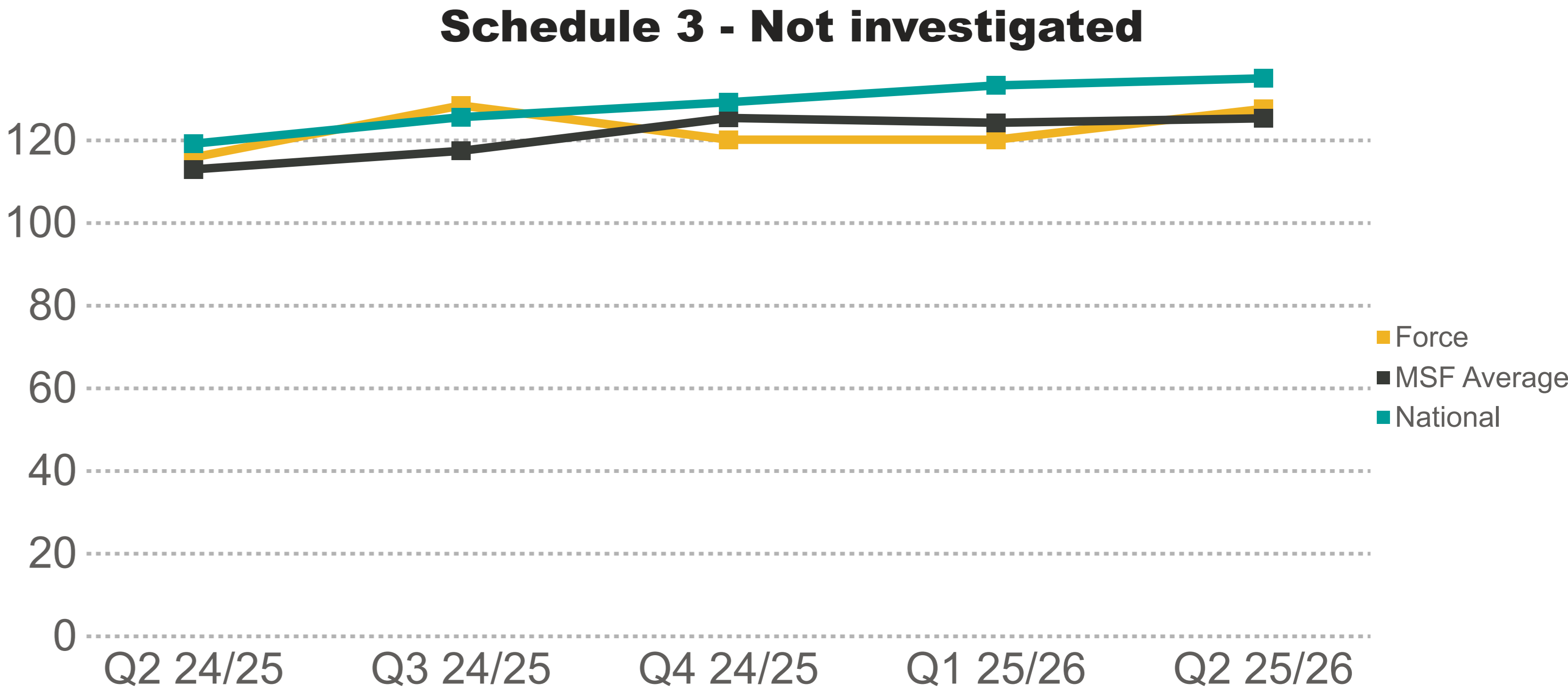
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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)	190	377	249	326
Under Schedule 3 investigated (not subject to special procedures)	265	340	265	256
Under Schedule 3 - not investigated	124	114	125	134
<b>Total</b>	<b>132</b>	<b>130</b>	<b>153</b>	<b>155</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	421	304	312	14,328
Under Schedule 3 investigated (not subject to special procedures)	20	16	154	2,409
Under Schedule 3 investigated (subject to special procedures)	13	5	9	321
<b>Total</b>	<b>454</b>	<b>325</b>	<b>474</b>	<b>17,058</b>



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

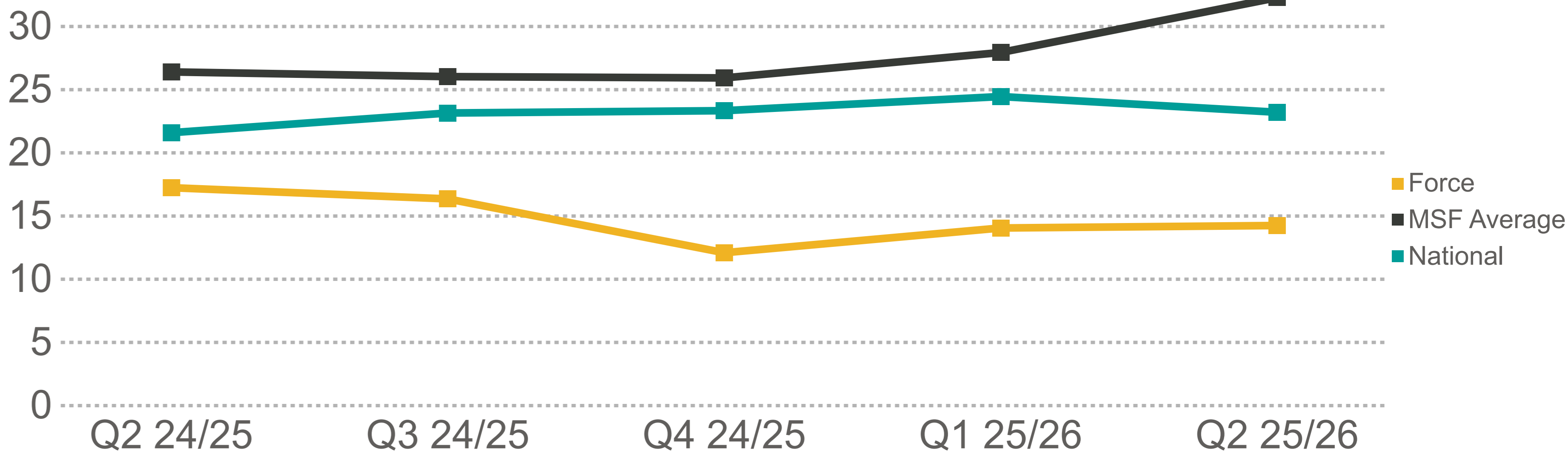
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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	1027	980	794	34375
Average days to finalise complaint cases handled outside of Schedule 3	14	17	30	24

**Outside Schedule 3**



**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	1,027	69%	980	75%	794	63%	34,375	67%
Under Schedule 3 - not investigated	421	28%	304	23%	312	25%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	20	1%	16	1%	154	12%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	13	1%	5	0%	9	1%	321	1%
<b>Total</b>	<b>1,481</b>	<b>100%</b>	<b>1,305</b>	<b>100%</b>	<b>1,269</b>	<b>100%</b>	<b>51,435</b>	<b>100%</b>

**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.

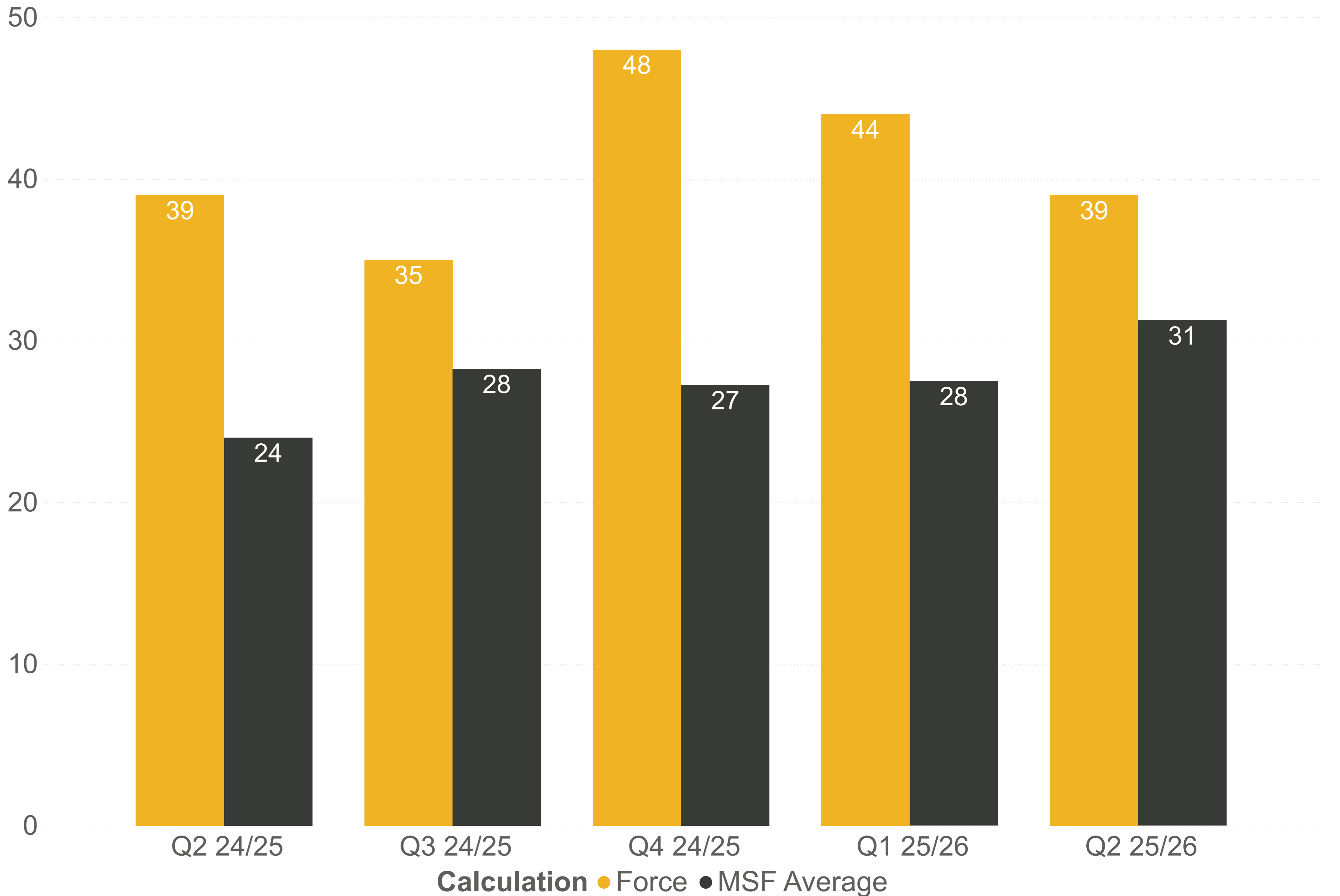
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	83	84	59	3,397
Number referrals completed	85	81	59	3,401
Decision: Independent Investigation	3	4	4	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	36	33	26	1,702
Decision: Return to Force	45	43	29	1,448
Decision: Invalid	1	1	1	49

**Force and MSF Group referrals received**



Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

## Notes

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### Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

### Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

### Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

### Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).