

Interim Police Complaints Information Bulletin: Thames Valley

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

Most Similar Force (MSF) Group: Avon And Somerset, Cambridgeshire, Essex, Hampshire, Hertfordshire, Leicestershire, Sussex, 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

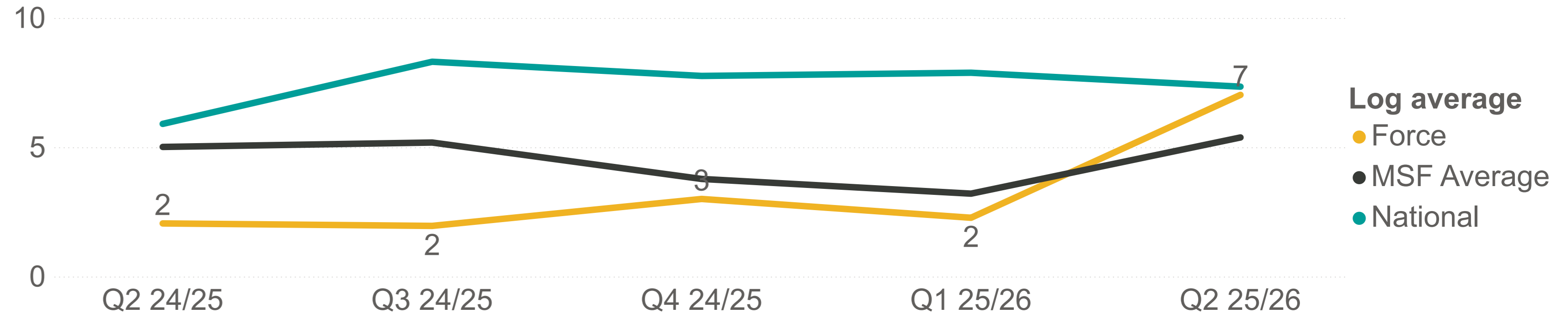
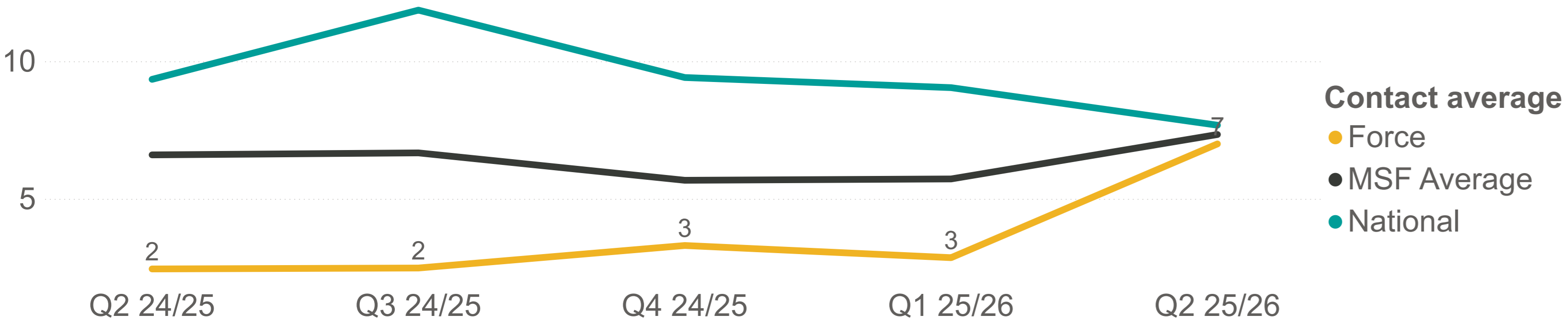
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

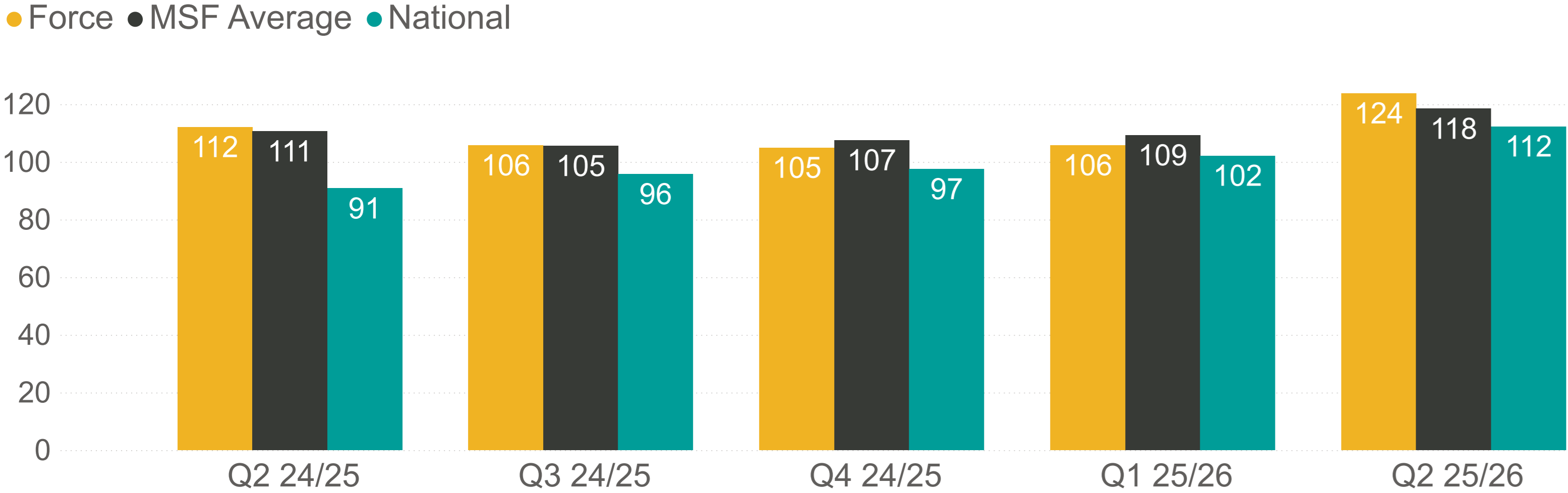
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

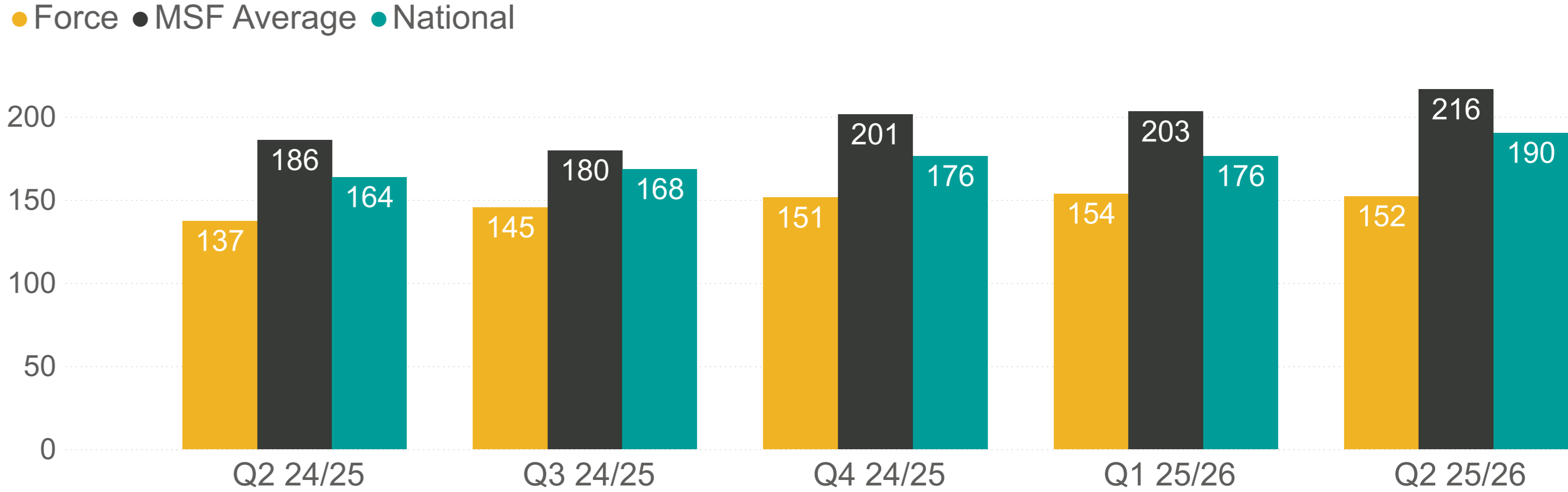
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	2,181	229	2,907	306	5	5
SPLY	2,013	213	2,540	268	3	2
MSF Average	1,344	228	2,411	420	7	4
National	54,025	214	92,398	367	8	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	100	626	134	6,147
Complainant wishes the complaint be recorded	23	89	57	2,922
Dissatisfaction after initial handling	100	115	78	2,753
Nature of the allegation(s) in the complaint	236	84	151	5,061
Total	459	914	420	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	22 %	68 %	30 %	36 %
Complainant wishes the complaint be recorded	5 %	10 %	15 %	17 %
Dissatisfaction after initial handling	22 %	13 %	22 %	16 %
Nature of the allegation(s) in the complaint	51 %	9 %	33 %	30 %

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

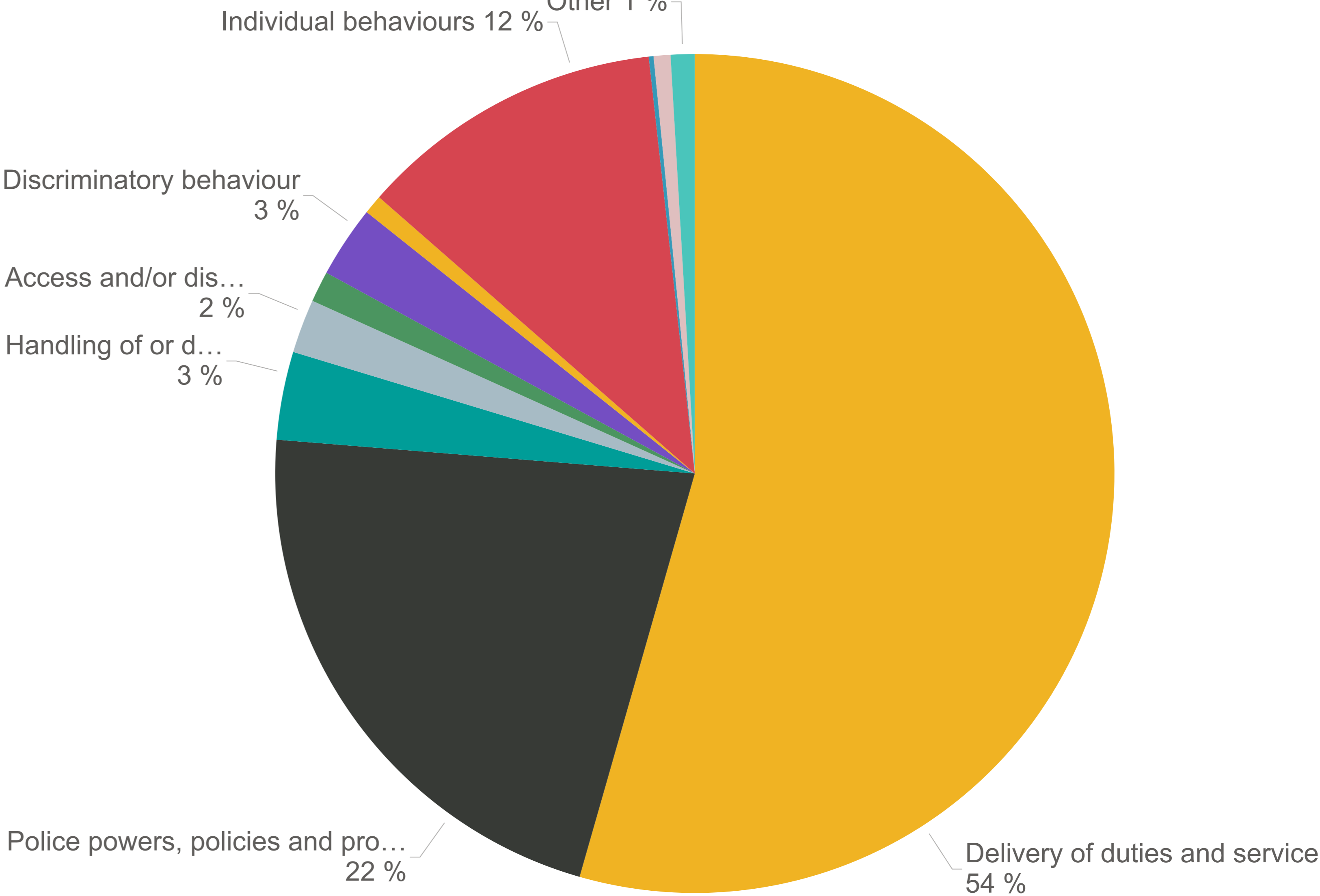
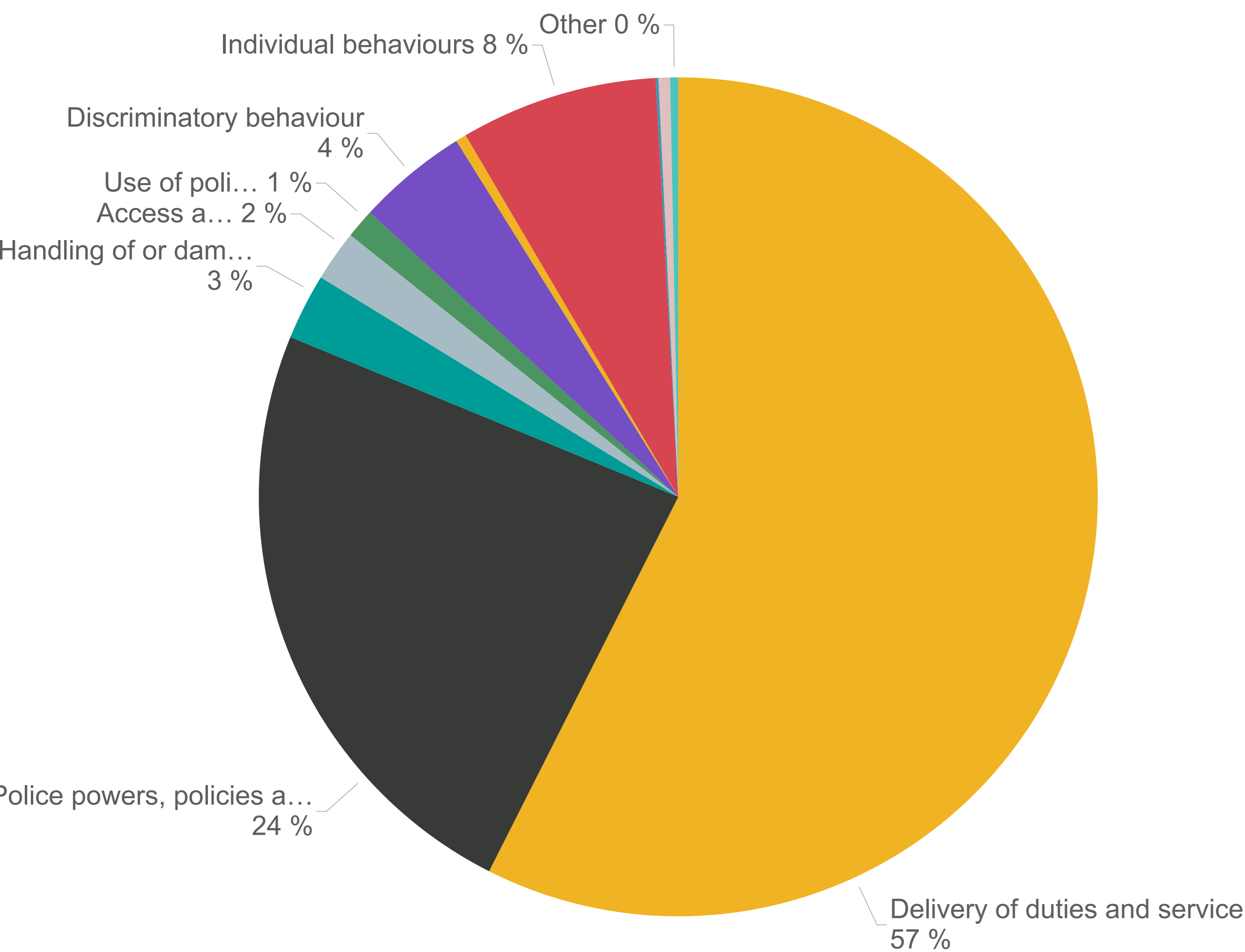
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	1,670	691	74	57	33	124	12	221	3	13	9	2,907
SPLY	1,485	541	67	47	37	105	28	205	3	6	16	2,540
MSF Average	1,321	505	78	46	30	79	14	302	3	17	15	2,411
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 (national - year to date)

What has been complained about (force - 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	1,670	57 %	1,485	58 %	1,321	55 %	50,289	54 %	
	General level of service	1,086	65 %	934	63 %	313	22 %	14,998	30 %	
	Police action following contact	306	18 %	274	18 %	643	49 %	21,478	43 %	
	Decisions	194	12 %	191	13 %	201	17 %	8,005	16 %	
	Information	84	5 %	86	6 %	165	13 %	5,808	12 %	
Police powers, policies and procedures	Total	691	24 %	541	21 %	505	21 %	20,195	22 %	
	Other policies and procedures	176	25 %	128	24 %	62	11 %	2,380	12 %	
	Use of force	151	22 %	130	24 %	122	26 %	4,720	23 %	
	Searches of premises and seizure of property	86	12 %	53	10 %	65	13 %	2,650	13 %	
	Power to arrest and detain	71	10 %	94	17 %	90	18 %	3,563	18 %	
	Detention in police custody	65	9 %	29	5 %	64	14 %	2,555	13 %	
	Evidential procedures	64	9 %	42	8 %	33	6 %	1,828	9 %	
	Bail, identification and interview procedures	33	5 %	36	7 %	39	7 %	1,229	6 %	
	Stops, and stop and search	25	4 %	14	3 %	19	4 %	936	5 %	
	Out of court disposals	20	3 %	15	3 %	11	2 %	334	2 %	
	Individual behaviours	Total	221	8 %	205	8 %	302	13 %	10,906	12 %
		Unprofessional attitude and disrespect	107	48 %	75	37 %	78	28 %	3,042	28 %
		Impolite language / tone	36	16 %	35	17 %	70	23 %	2,938	27 %
Lack of fairness and impartiality		34	15 %	39	19 %	61	18 %	1,613	15 %	
Overbearing or harassing behaviours		28	13 %	36	18 %	62	20 %	1,688	15 %	
Impolite and intolerant actions		16	7 %	20	10 %	32	11 %	1,625	15 %	
Discriminatory behaviour	Total	124	4 %	105	4 %	79	3 %	2,555	3 %	
	Race	74	60 %	66	63 %	38	46 %	1,230	48 %	
	Disability	21	17 %	14	13 %	16	21 %	540	21 %	
	Sex	14	11 %	15	14 %	14	18 %	380	15 %	
	Other	12	10 %	6	6 %	7	9 %	201	8 %	
	Religion or belief	2	2 %	0	0 %	2	3 %	76	3 %	
	Gender reassignment	1	1 %	0	0 %	1	1 %	33	1 %	
	Age	0	0 %	1	1 %	1	1 %	25	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	0	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
	Sexual orientation	0	0 %	3	3 %	1	2 %	69	3 %	
Handling of or damage to property/ premises	Total	74	3 %	67	3 %	71	3 %	3,060	3 %	
	Handling of or damage to property/ premises	74	100 %	67	100 %	71	86 %	3,060	98 %	

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	1,189	41 %	909	36 %	946	41 %	35,875	39 %
None	298	10 %	341	13 %	480	17 %	17,926	19 %
Arrest	277	10 %	269	11 %	259	11 %	11,122	12 %
Roads/traffic	222	8 %	223	9 %	126	5 %	5,674	6 %
Neighbourhood policing	170	6 %	164	6 %	144	6 %	4,427	5 %
Domestic / gender abuse	168	6 %	148	6 %	155	6 %	5,308	6 %
Custody	142	5 %	72	3 %	123	5 %	5,234	6 %
Call Handling	138	5 %	117	5 %	110	5 %	3,994	4 %
VAWG - dissatisfaction handling	96	3 %	108	4 %	104	4 %	3,994	4 %
Mental health	69	2 %	62	2 %	50	2 %	2,452	3 %
Premises search	46	2 %	41	2 %	52	2 %	2,313	3 %
Stop and/or search	36	1 %	23	1 %	35	2 %	1,871	2 %
Child protection / CSA / CSE	33	1 %	20	1 %	38	2 %	1,763	2 %
Drugs / alcohol	29	1 %	14	1 %	19	1 %	1,000	1 %
Public order incident	28	1 %	30	1 %	19	1 %	659	1 %
Death	19	1 %	16	1 %	19	1 %	772	1 %
Missing persons	18	1 %	22	1 %	17	1 %	622	1 %
Fraud	12	0 %	13	1 %	7	0 %	643	1 %
Social media	11	0 %	1	0 %	10	0 %	479	1 %
Firearms	5	0 %	7	0 %	10	1 %	387	0 %
Restraint equipment	5	0 %	2	0 %	26	1 %	867	1 %
Serious injury	4	0 %	1	0 %	3	0 %	193	0 %
Hate Crime	3	0 %	6	0 %	10	0 %	415	0 %
VAWG - police victim	2	0 %	0	0 %	1	0 %	52	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 %	1	0 %	1	0 %	46	0 %
Police dogs or horses	0	0 %	1	0 %	1	0 %	57	0 %
PPDA	0	0 %	0	0 %	0	0 %	58	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Taser	0	0 %	0	0 %	2	0 %	100	0 %
Unknown	0	0 %	0	0 %	0	0 %	6	0 %
VAWG - police perpetrated	0	0 %	5	0 %	8	0 %	425	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 victim	2	0	0	0	0
VAWG - dissatisfaction handling	83	4	1	0	6
Stop and/or search	3	23	1	6	2
Social media	2	6	0	0	0
Serious injury	2	0	0	0	0
Roads/traffic	105	56	3	4	25
Restraint equipment	0	5	0	0	0
Public order incident	12	13	0	2	1
Premises search	7	32	2	2	2
None	125	61	19	3	51
Neighbourhood policing	121	16	1	16	12
Missing persons	16	1	0	0	1
Mental health	34	21	1	5	8
Investigation	850	172	32	48	58
Hate Crime	2	1	0	0	0
Fraud	11	0	0	0	0
Firearms	4	1	0	0	0
Drugs / alcohol	14	11	0	0	4
Domestic / gender abuse	120	16	1	15	12
Death	11	2	2	0	1
Custody	27	98	1	5	8
Child protection / CSA / CSE	18	12	0	3	0
Call Handling	106	11	0	3	17
Arrest	63	165	10	16	19
Total	1,663	685	74	123	218

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	57	3	0	60
Q3 24/25	39	2	0	41
Q4 24/25	46	0	2	48
Q1 25/26	48	0	2	50
Q2 25/26	48	0	0	48
Total	238	5	4	247

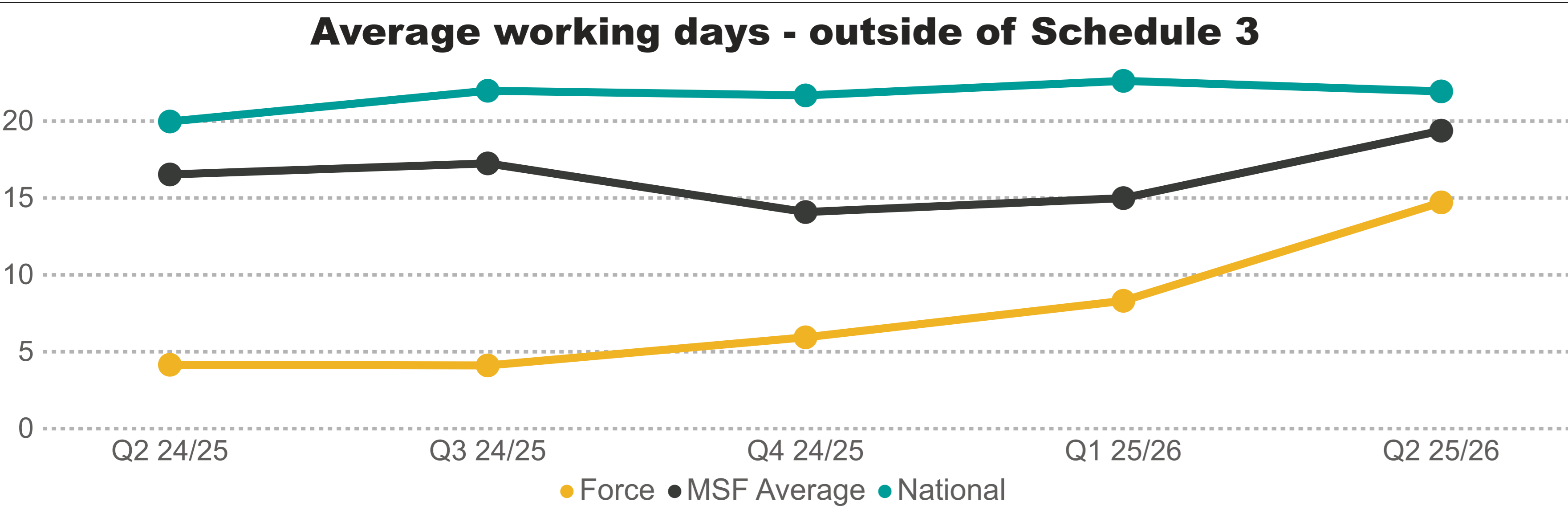
Section A2: Allegations timeliness

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.

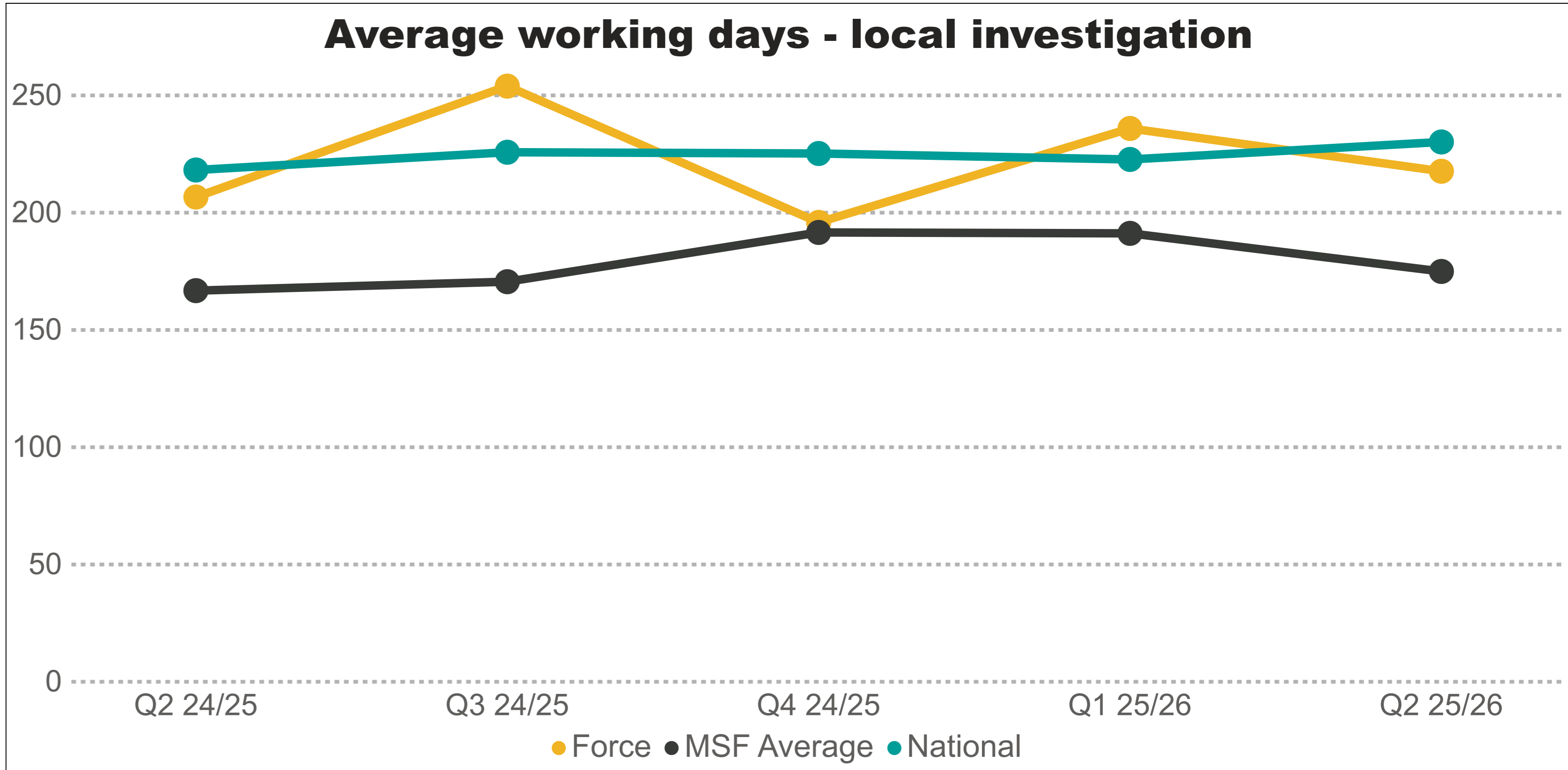
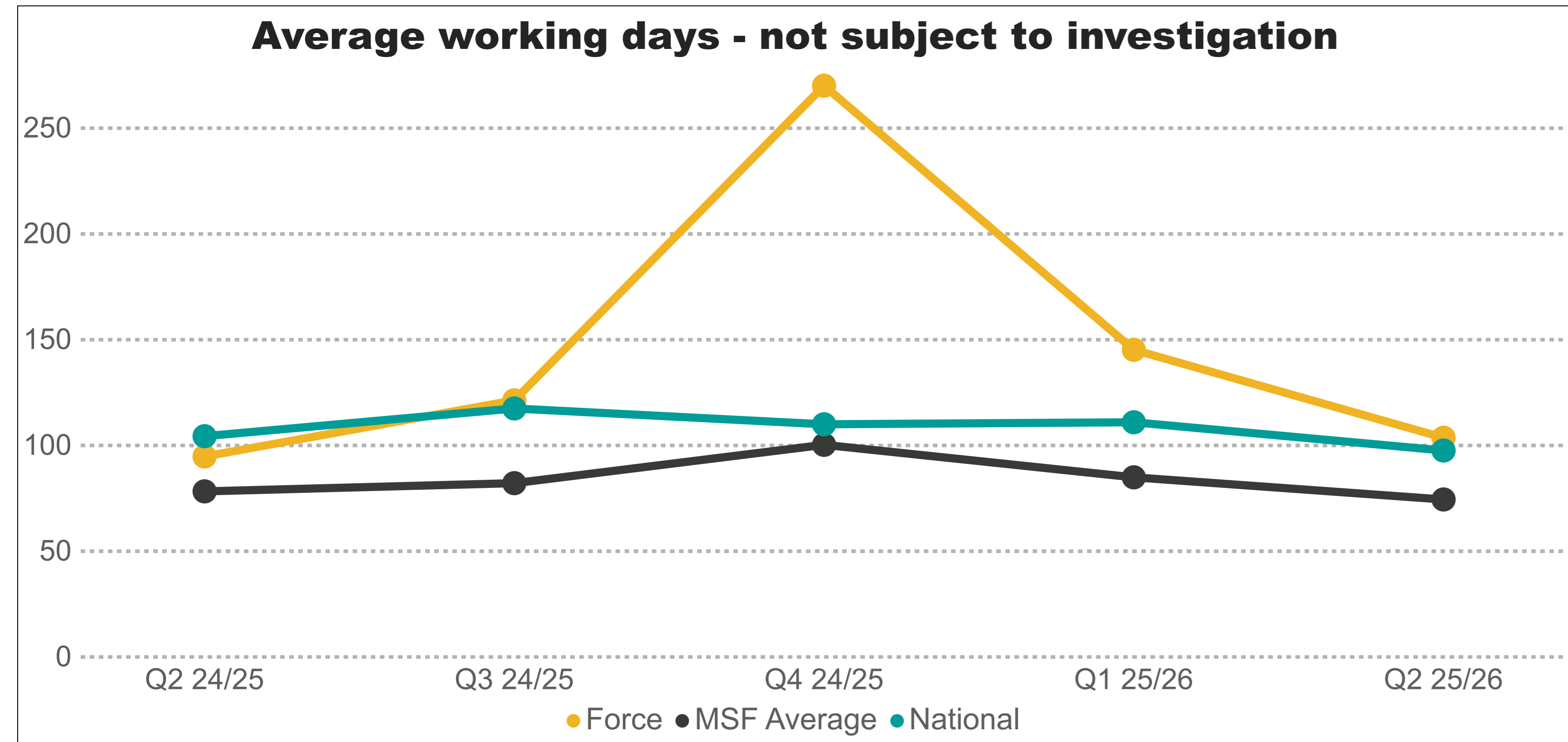
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,563	12	446	122	958	229	0	0
SPLY	1,094	4	74	79	1,181	187	0	0
MSF Average	1,052	17	908	79	284	181	1	62
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.

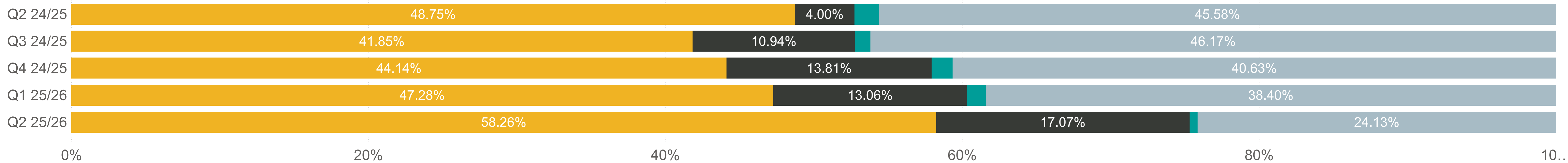
The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside 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)	931	31 %	273	11 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	27	1 %	12	1 %	756	1 %
Under Schedule 3 - not investigated	446	15 %	908	42 %	37,787	44 %
Outside of Schedule 3	1,563	53 %	1052	46 %	40,759	47 %
Total	2,967	100 %	2245	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		37	8 %	2,670	7 %			10	1 %	20	2 %	248	4 %
Regulation 41 applies			0		3	1 %	90	0 %			2	0 %	41	4 %	112	2 %
Service provided - unable to determine			0		27	6 %	3,444	9 %	1	4 %	18	2 %	39	4 %	712	10 %
Service provided - not acceptable			0		48	11 %	4,757	13 %			33	4 %	197	21 %	970	14 %
Service provided - acceptable			1	0 %	319	72 %	25,819	68 %	4	15 %	126	17 %	579	62 %	4,785	68 %
Not Resolved	92	6 %	2,044	5 %			0				0				0	
Resolved	1471	94 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		14	52 %	386	51 %			0	
Case to Answer			0				0		7	26 %	141	19 %			0	
Withdrawal			0		12	3 %	1,005	3 %	1	4 %	40	5 %	55	6 %	231	3 %

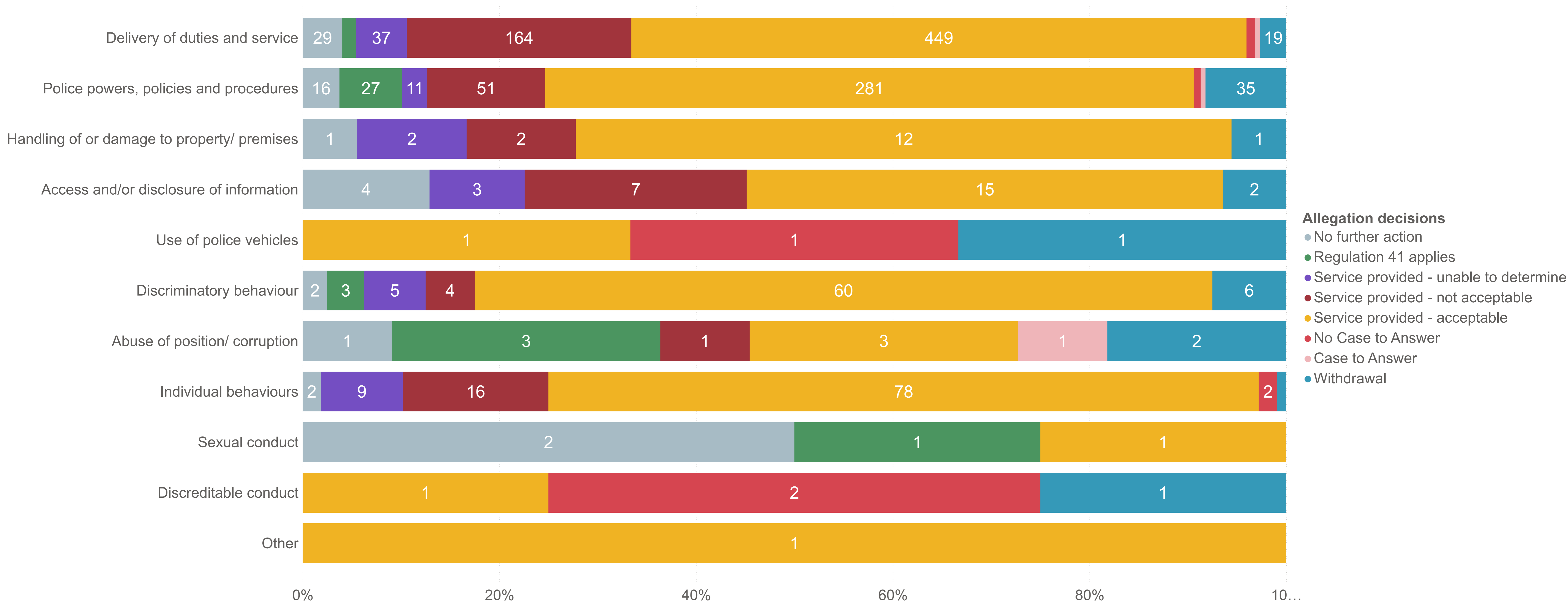
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	996	277	47	17	26	0	0	96	0	3	9	1,471
Not Resolved	44	30	5	2	1	2	2	5	0	0	1	92

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	1	0 %	2	0 %	7	1 %	176	0 %
Learning from reflection	12	1 %	5	0 %	24	4 %	1,043	3 %
Policy review	1	0 %	1	0 %	1	0 %	29	0 %
Goodwill gesture	0	0 %	1	0 %	2	0 %	92	0 %
Apology	131	8 %	204	19 %	82	7 %	3,141	8 %
Debrief	8	1 %	11	1 %	8	1 %	387	1 %
Explanation	842	54 %	605	55 %	761	73 %	26,358	65 %
No further action	323	21 %	72	7 %	109	9 %	5,286	13 %
Other action	230	15 %	192	18 %	54	4 %	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	23	2 %	35	3 %	11	1 %	346	1 %
Apology	32	2 %	85	7 %	31	3 %	1,647	4 %
Debrief	0	0 %	0	0 %	0	0 %	1,823	4 %
Explanation	246	18 %	772	61 %	768	65 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	5	0 %	1	0 %	1	0 %	9	0 %
No further action	859	61 %	200	16 %	273	22 %	8,724	19 %
Other action	17	1 %	4	0 %	21	1 %	379	1 %
Learning from reflection	99	7 %	87	7 %	63	6 %	2,446	5 %
Referral to RPRP	107	8 %	56	4 %	20	2 %	602	1 %

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

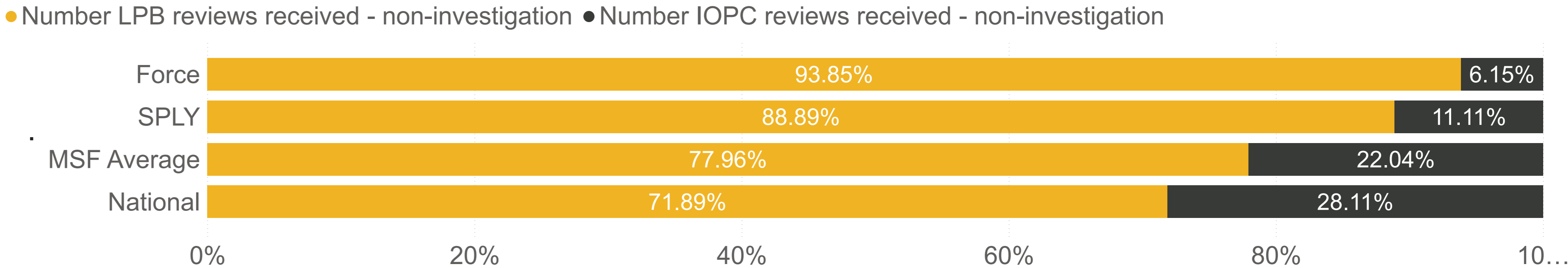
Complaint cases handled under Schedule 3 that are investigated **and** subject to Special Procedures can result in misconduct proceedings

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	1	4 %	13	50 %	1	10 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	1 %	1	0 %
Other actions following a case to answer decision	2	7 %	0	0 %	1	2 %	45	6 %
Referral to RPRP	12	44 %	4	15 %	3	18 %	92	12 %

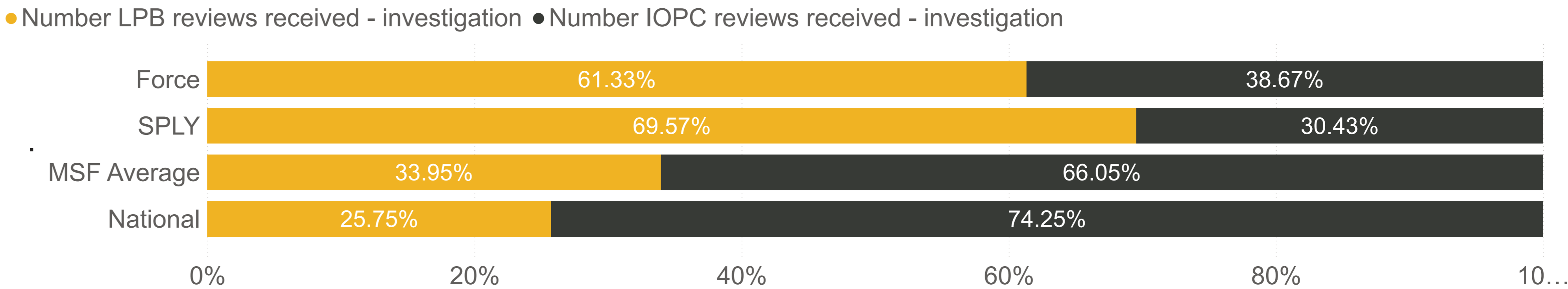
Section C1: Reviews received and timeliness (Year to date)

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	61	4
SPLY	8	1
MSF Average	65	18
National	2,222	869

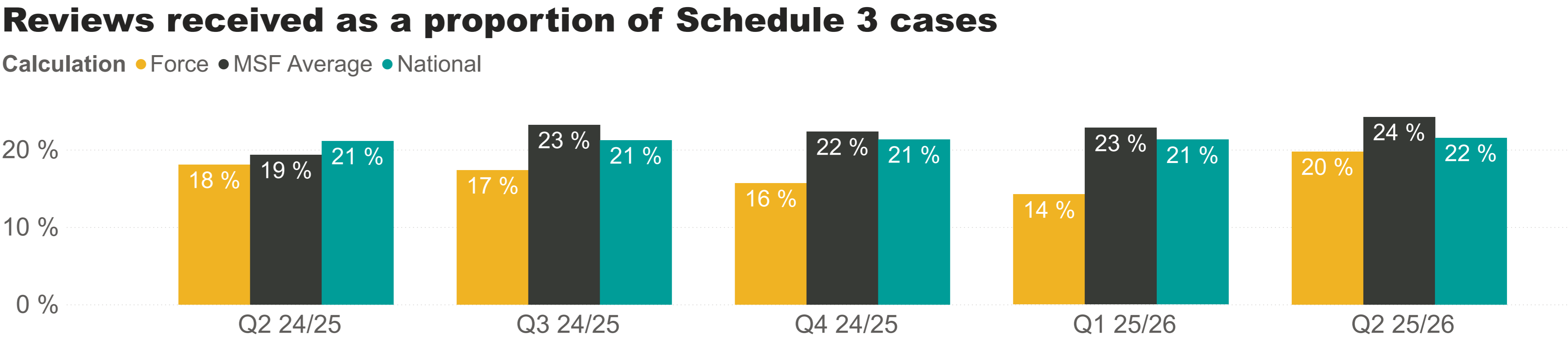


Investigation reviews received	LPB	IOPC
Force	46	29
SPLY	64	28
MSF Average	7	13
National	145	418



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	140	848
SPLY	101	646
MSF Average	104	476
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	40	57	59	46
Average number of working days to complete IOPC reviews	134	142	137	139

Section C2: Outcomes on reviews

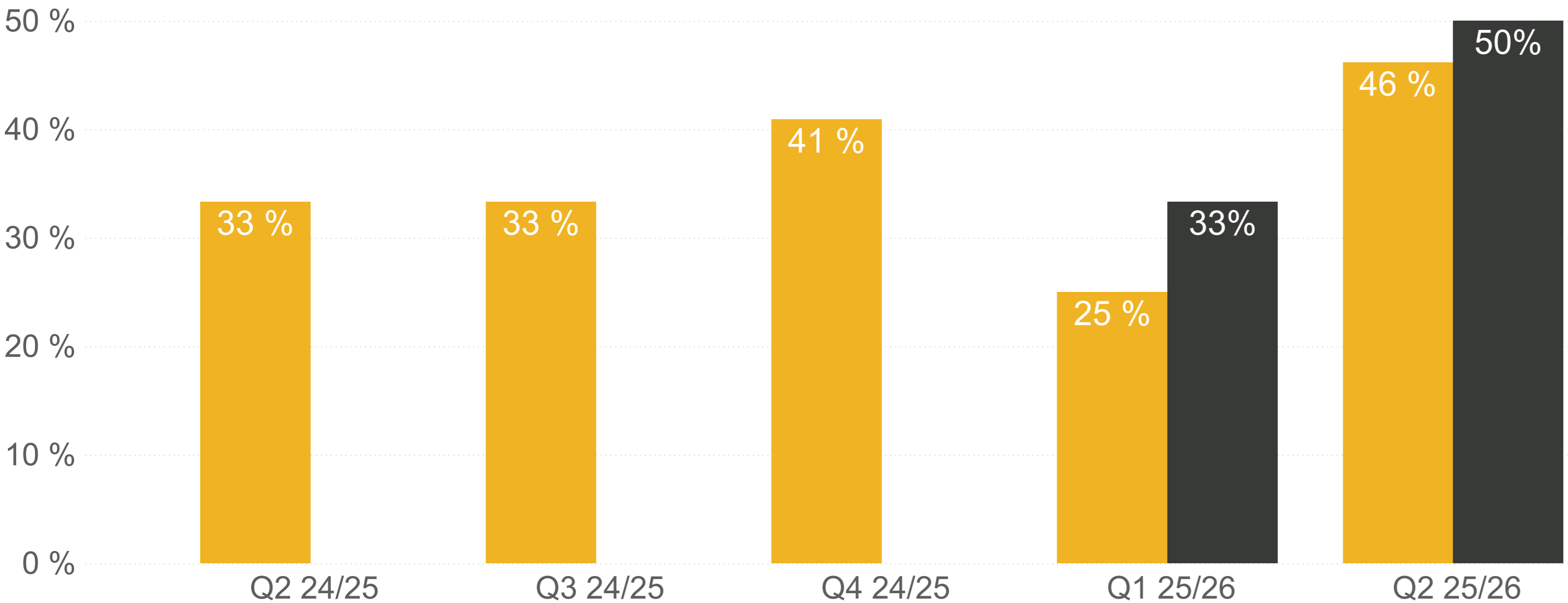
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	34	14	62	24
SPLY	18	4	84	23
MSF Average	15	4	8	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	5	2	56	13
SPLY	0	0	7	
MSF Average	18	4	60	11
National	949	244	1,971	392

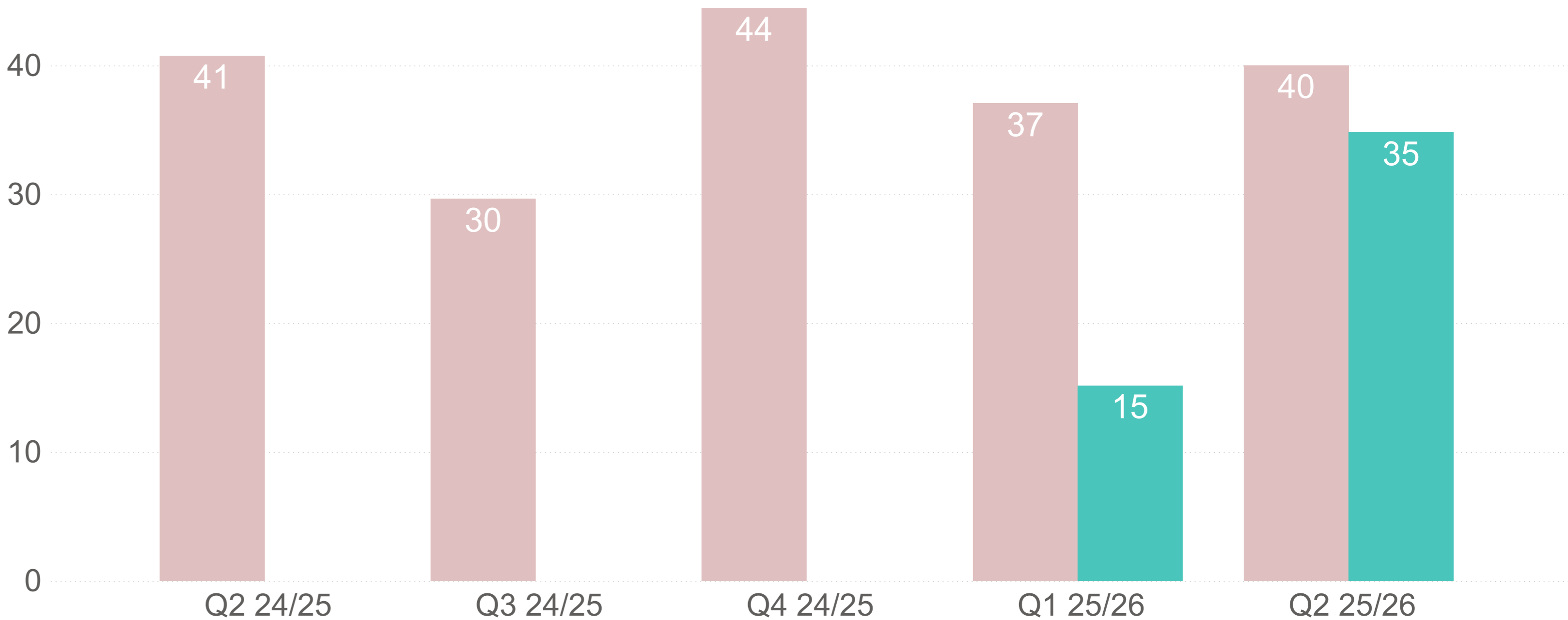
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



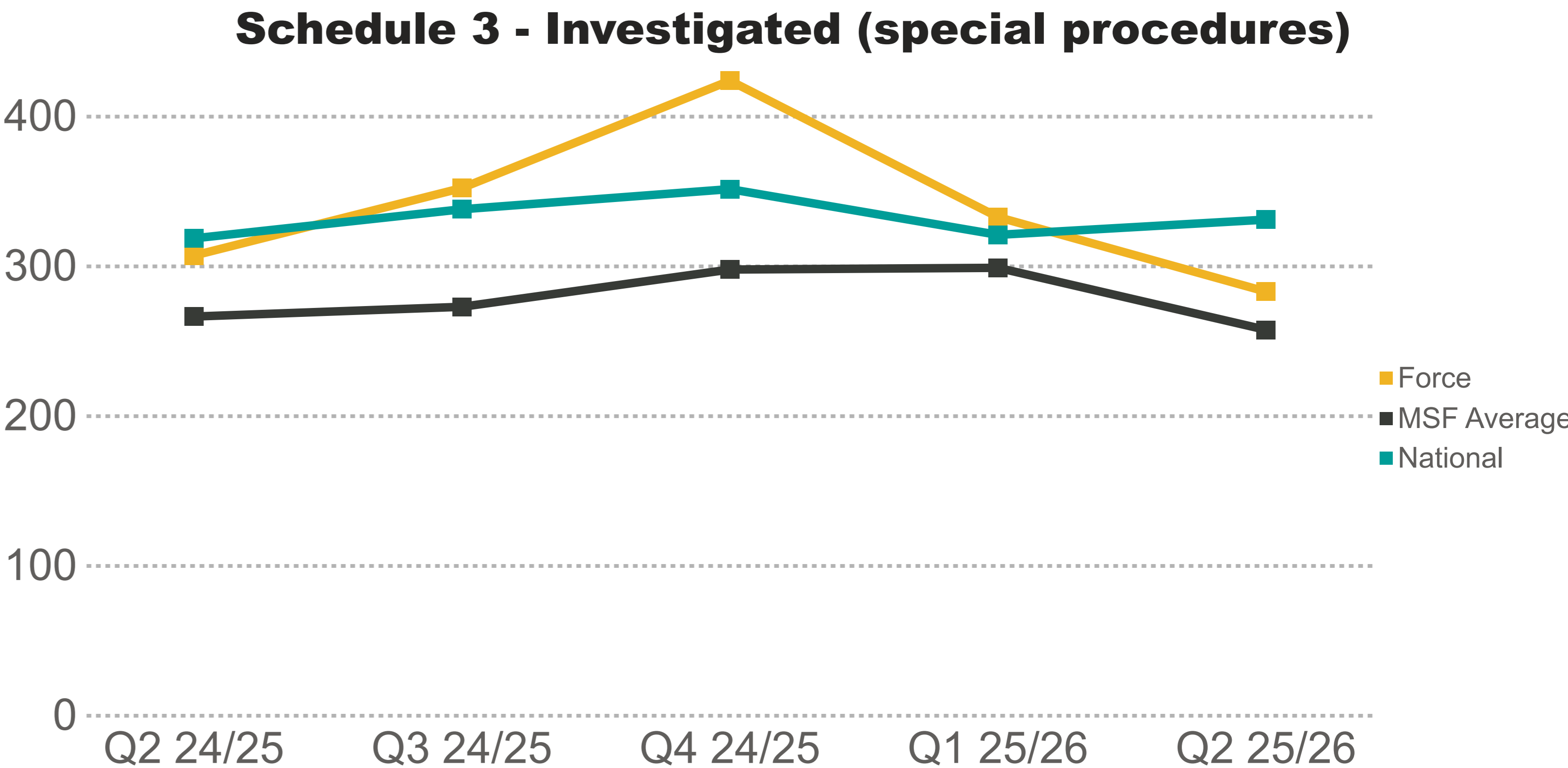
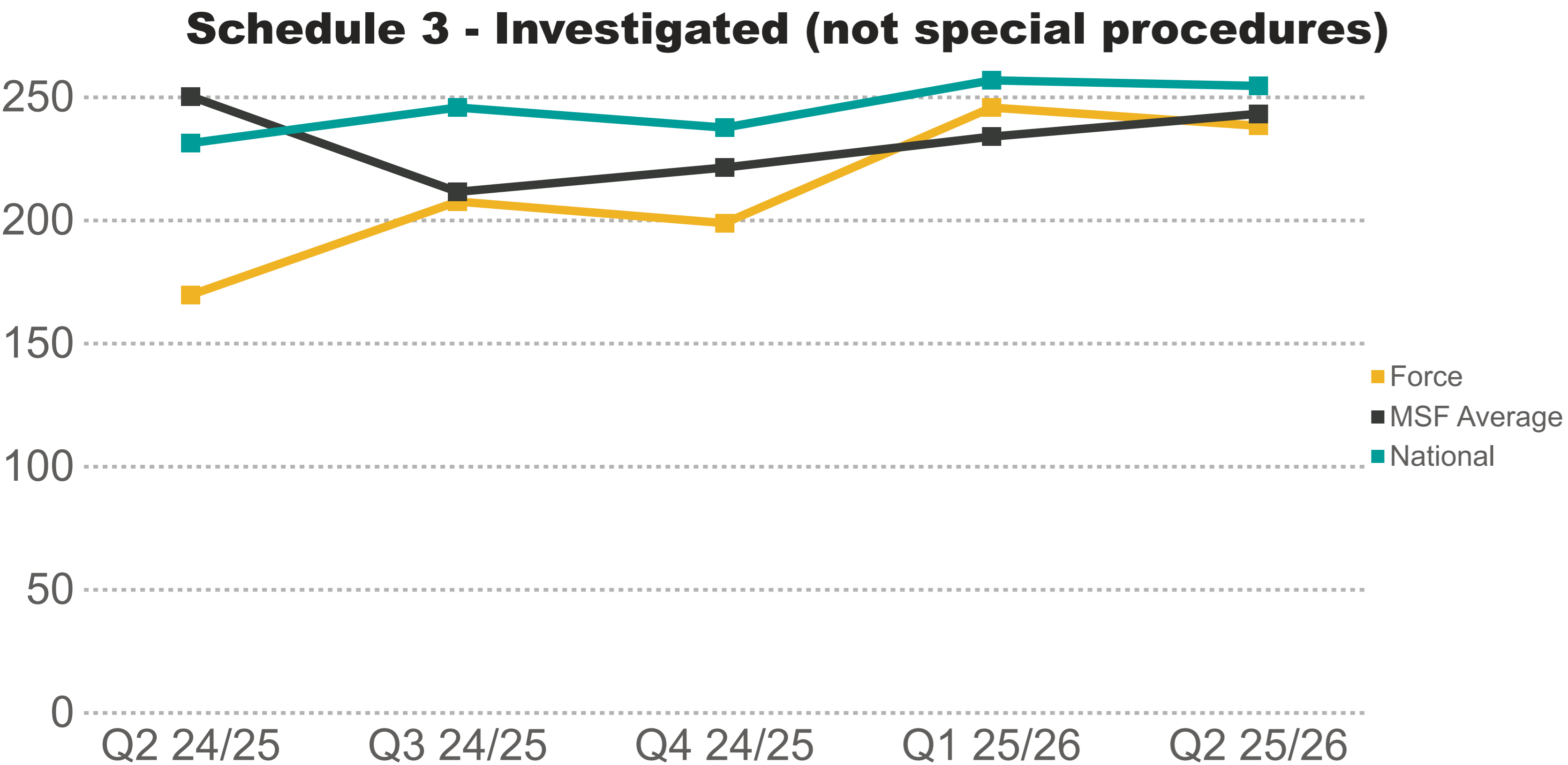
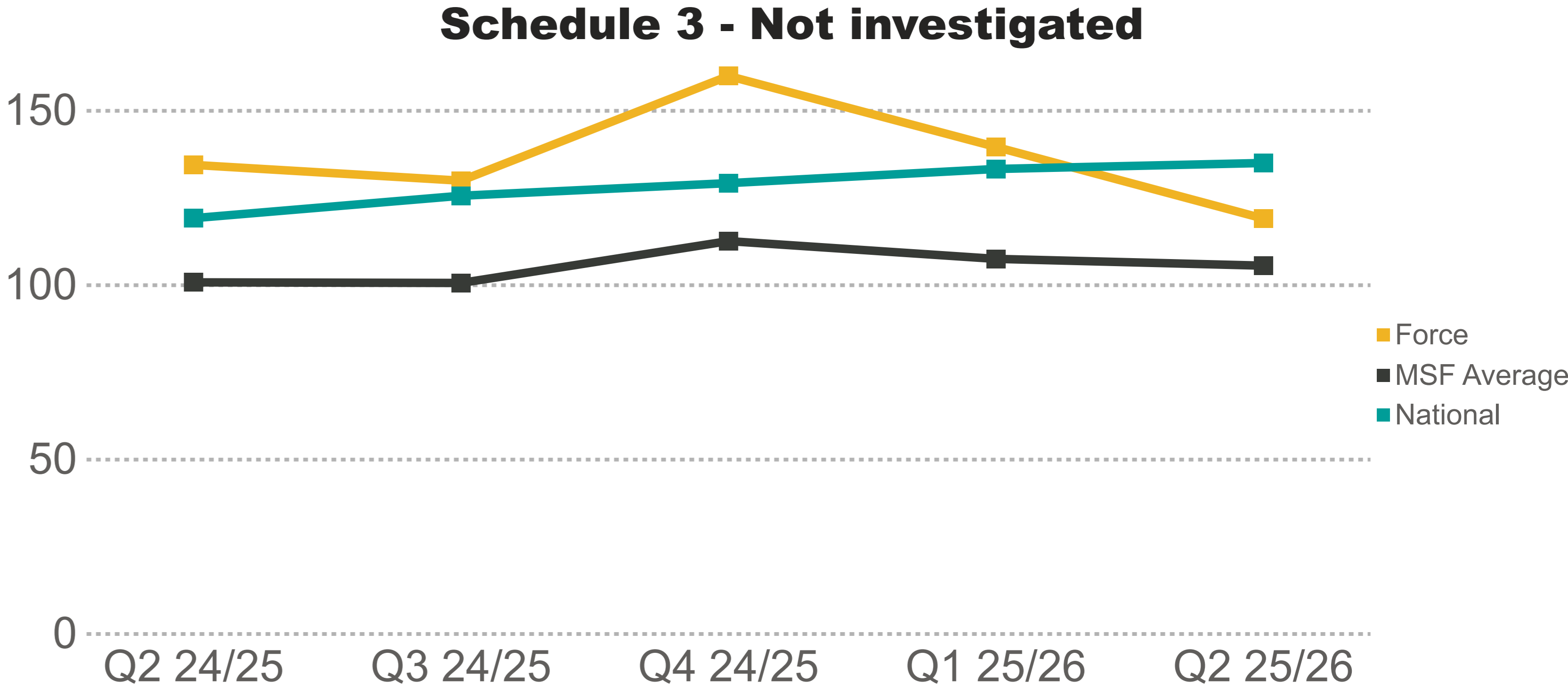
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	316	313	335	326
Under Schedule 3 investigated (not subject to special procedures)	243	162	238	256
Under Schedule 3 - not investigated	129	127	106	134
Total	207	163	132	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	275	43	358	14,328
Under Schedule 3 investigated (not subject to special procedures)	558	589	110	2,409
Under Schedule 3 investigated (subject to special procedures)	15	14	8	321
Total	848	646	476	17,058



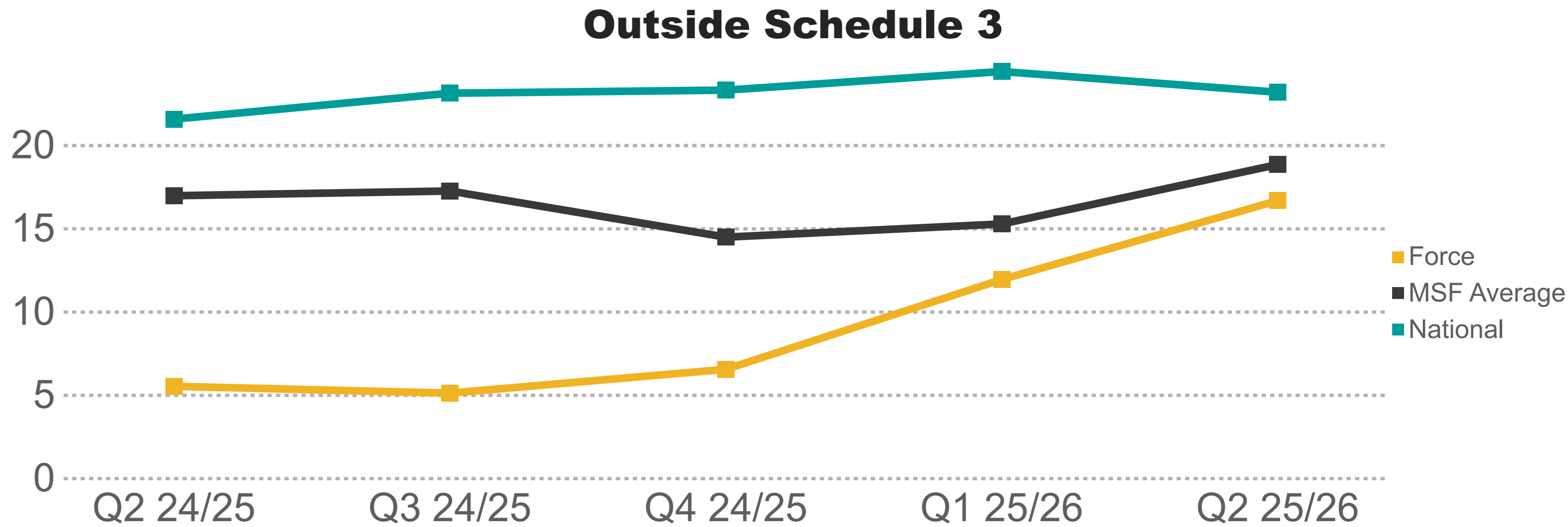
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	1493	1075	842	34375
Average days to finalise complaint cases handled outside of Schedule 3	14	6	17	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	1,493	64%	1,075	62%	842	64%	34,375	67%
Under Schedule 3 - not investigated	275	12%	43	2%	358	27%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	559	24%	589	34%	110	8%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	15	1%	14	1%	8	1%	321	1%
Total	2,342	100%	1,721	100%	1,318	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.

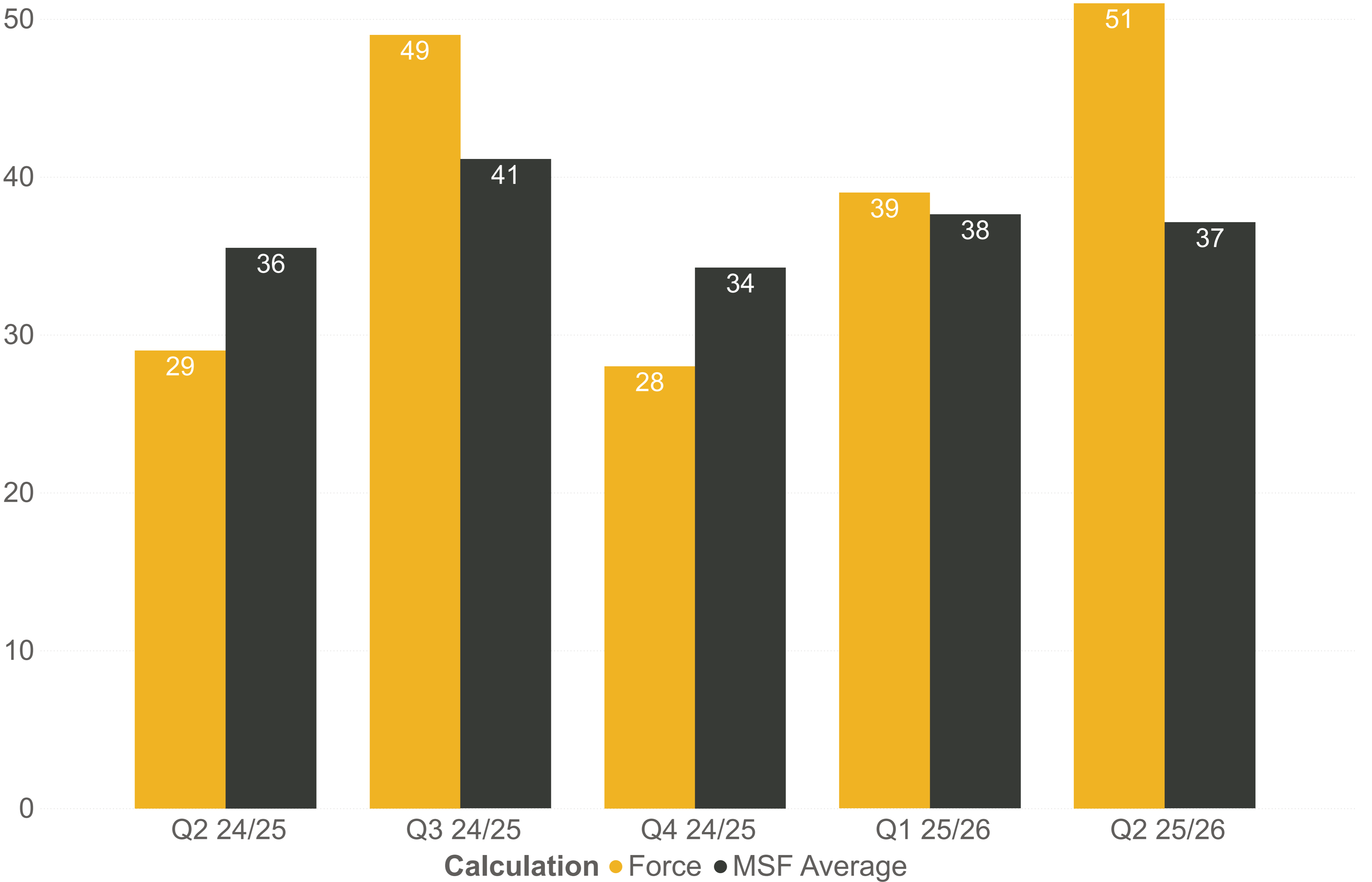
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	90	78	75	3,397
Number referrals completed	86	80	75	3,401
Decision: Independent Investigation	5	4	4	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	40	34	37	1,702
Decision: Return to Force	41	42	32	1,448
Decision: Invalid	0	0	1	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Cambridgeshire, Essex, Hampshire, Hertfordshire, Leicestershire, Sussex, Thames Valley

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 \(February 2020\)](#).