Police Complaints Information Bulletin

Thames Valley Police

01 April 2025 - 31 March 2026 (Q4 2025/26)

IOPC Independent Office for Police Conduct

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: 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

Notes for this edition of the bulletin

Devon and Cornwall: Devon and Cornwall Police had a significant backlog of complaints, including complaints that showed as live but were only administratively awaiting finalisation. Following restructure and uplift of resourcing this queue is being reduced, and we believe this is directly impacting the duration of Complaints Finalised

De-recorded matters: A new data loading process has been introduced which removes matters that have been 'de-recorded' (meaning complaints and allegations recorded in error) from the figures. Figures may differ from those previously reported, particularly in 'same period last year' calculations

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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

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley …

Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

- **Force** - The police force and date range covered by the bulletin title
- **SPLY** - Data as above in the same period of the previous financial year
- **MSF Average** - Most Similar Force group* average for the period
- **National** - Total or average of all forces in this period

*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

Measure	Complaints logged	Per 1,000 employees
Force	4,277	450
SPLY	4,001	422
MSF Average	2,694	462
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	5,817	612
SPLY	5,454	576
MSF Average	4,782	842
National	188,600	748

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.

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)

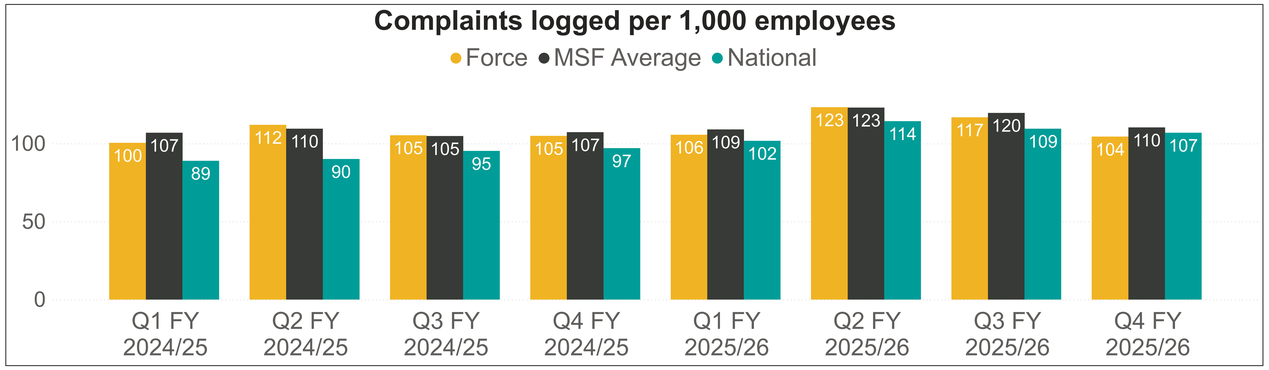
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

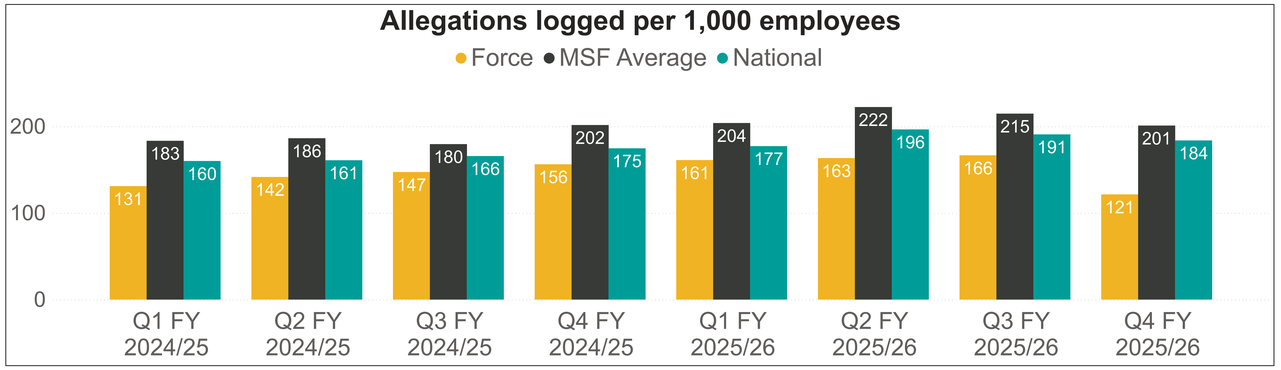
Data labels in the above charts are those of the force

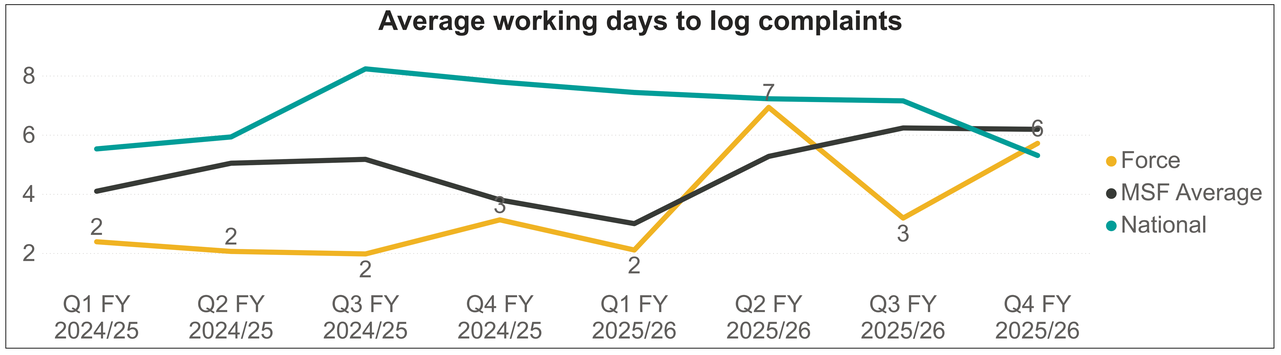
Measure	Average working days to contact complainants	Average working days to log complaints
Force	5	5
SPLY	3	2
MSF Average	8	5
National	8	7

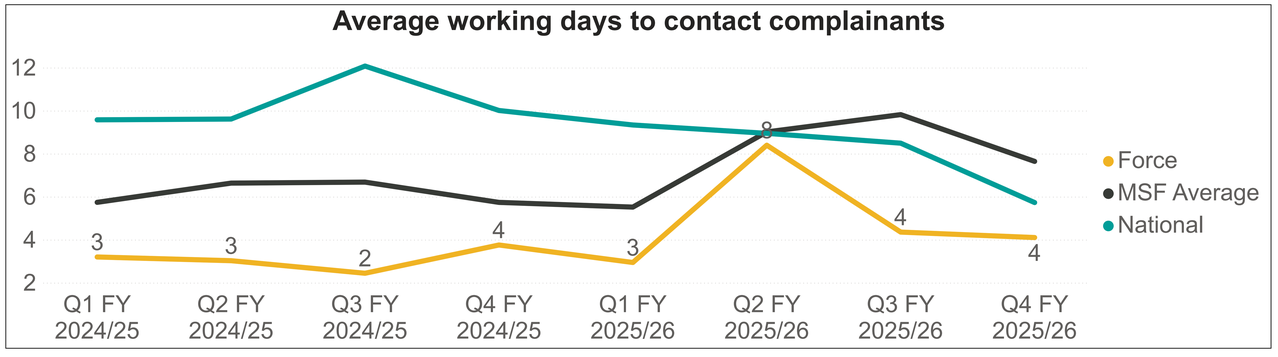
For information on what has been complained about, see pages 2 to 5

For information on allegations and complaints timeliness, see pages 6 and 7







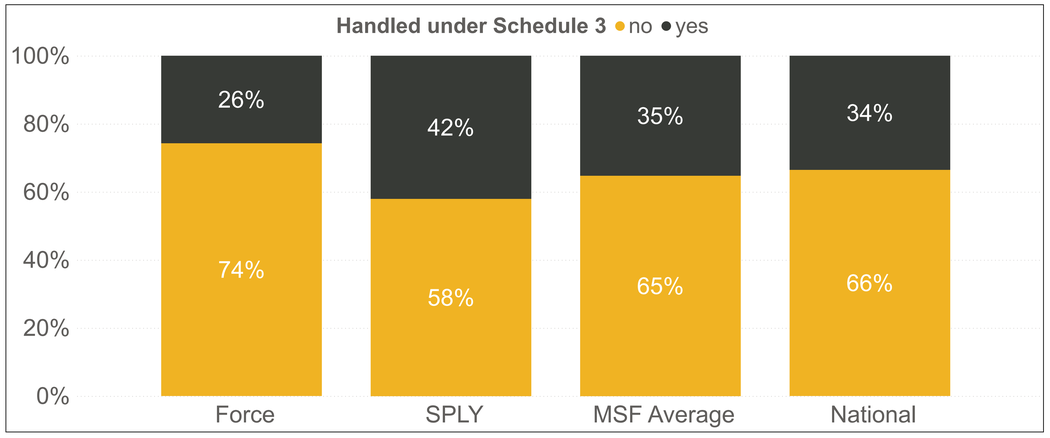


Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley Police

How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

Measure type	Force		SPLY		MSF Average		National	
Reason complaint recorded under Schedule 3	Complaints	%	Complaints	%	Complaints	%	Complaints	%
AA/body responsible for initial handling decides	416	38%	1,006	60%	347	37%	13,438	37%
Complainant wishes the complaint be recorded	48	4%	160	10%	147	16%	6,263	17%
Dissatisfaction after initial handling	269	24%	207	12%	181	19%	6,430	18%
Nature of the allegation(s) in the complaint	365	33%	310	18%	275	29%	10,354	28%
Total	**1,098**	**100%**	**1,683**	**100%**	**950**	**100%**	**36,485**	**100%**

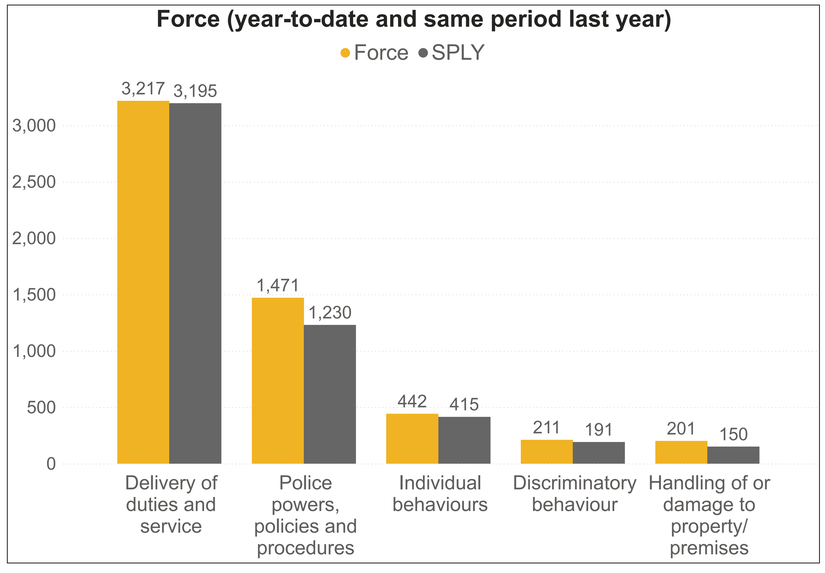


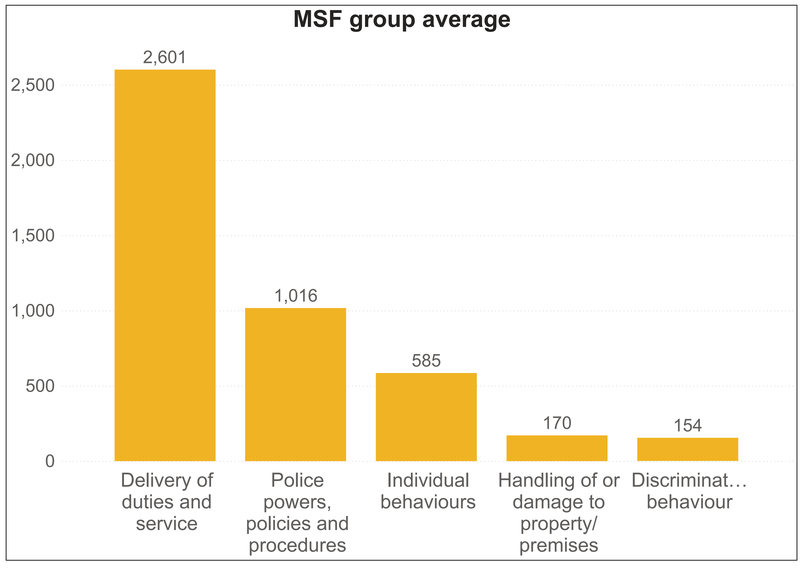
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist of numerous allegations, each with their own category

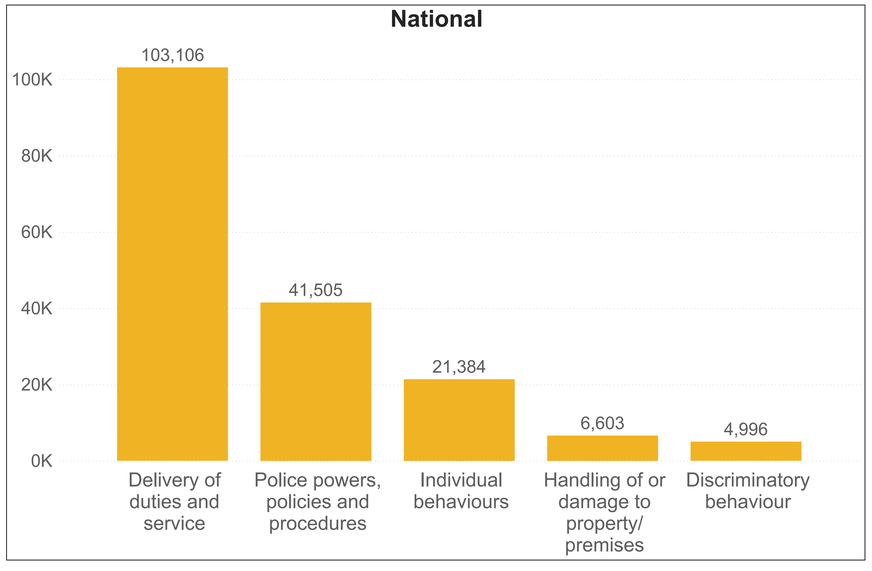
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	3,217	1,471	201	132	63	211	33	442	2	27	18	**5,817**
SPLY	3,195	1,230	150	105	59	191	49	415	8	17	35	**5,454**
MSF Average	2,601	1,016	170	104	52	154	38	585	7	27	31	**4,782**
National	103,106	41,505	6,603	4,098	2,025	4,996	1,507	21,384	336	1,167	1,871	**188,598**

Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	55%	25%	3%	2%	1%	4%	1%	8%	0%	0%	0%	**100%**
SPLY	59%	23%	3%	2%	1%	4%	1%	8%	0%	0%	1%	**100%**
MSF Average	54%	21%	4%	2%	1%	3%	1%	12%	0%	1%	1%	**100%**
National	55%	22%	4%	2%	1%	3%	1%	11%	0%	1%	1%	**100%**

Top five most applied allegation categories







Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley P…

Allegation subcategories

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

Delivery of duties and service	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
General level of service	2,051	64%	2,079	65%	625	24%	31,306	30%
Police action following contact	608	19%	508	16%	1,287	49%	43,168	42%
Decisions	385	12%	393	12%	384	15%	16,853	16%
Information	172	5%	215	7%	305	12%	11,776	11%
Total	**3,216**	**100%**	**3,195**	**100%**	**2,601**	**100%**	**103,103**	**100%**

This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position or discriminatory in nature

Individual behaviours	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	204	46%	163	39%	169	29%	6,001	28%
Lack of fairness and impartiality	74	17%	62	15%	111	19%	3,135	15%
Impolite language / tone	59	13%	83	20%	130	22%	5,690	27%
Overbearing or harassing behaviours	53	12%	66	16%	115	20%	3,342	16%
Impolite and intolerant actions	52	12%	41	10%	59	10%	3,216	15%
Total	**442**	**100%**	**415**	**100%**	**585**	**100%**	**21,384**	**100%**

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

Police powers, policies and procedures	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Other policies and procedures	407	28%	288	23%	141	14%	5,037	12%
Use of force	294	20%	271	22%	237	23%	9,354	23%
Searches of premises and seizure of property	172	12%	122	10%	129	13%	5,528	13%
Power to arrest and detain	161	11%	214	17%	180	18%	7,174	17%
Detention in police custody	137	9%	80	7%	121	12%	5,441	13%
Evidential procedures	129	9%	99	8%	65	6%	3,715	9%
Bail, identification and interview procedures	79	5%	69	6%	76	7%	2,573	6%
Stops, and stop and search	50	3%	44	4%	43	4%	1,981	5%
Out of court disposals	42	3%	43	3%	24	2%	700	2%
Total	**1,471**	**100%**	**1,230**	**100%**	**1,016**	**100%**	**41,503**	**100%**

This includes any issue where an element of discrimination was involved or was perceived to be involved. It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

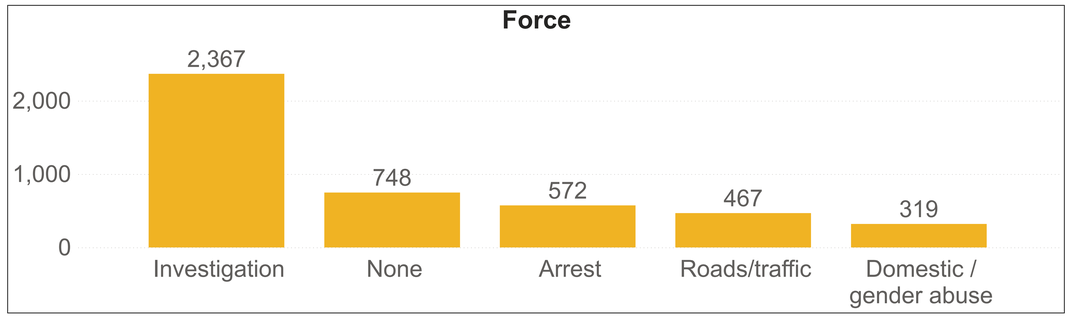
Discriminatory behaviour	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Race	123	58%	118	62%	73	47%	2,379	48%
Disability	38	18%	28	15%	32	21%	1,107	22%
Sex	26	12%	22	12%	25	17%	723	14%
Other	14	7%	16	8%	13	8%	376	8%
Religion or belief	7	3%	1	1%	5	3%	157	3%
Sexual orientation	2	1%	3	2%	3	2%	133	3%
Gender reassignment	1	0%			1	1%	55	1%
None					0	0%		
Age			3	2%	3	2%	63	1%
Marriage and civil partnership					0	0%		
Pregnancy and maternity					0	0%	3	0%
Total	**211**	**100%**	**191**	**100%**	**154**	**100%**	**4,996**	**100%**

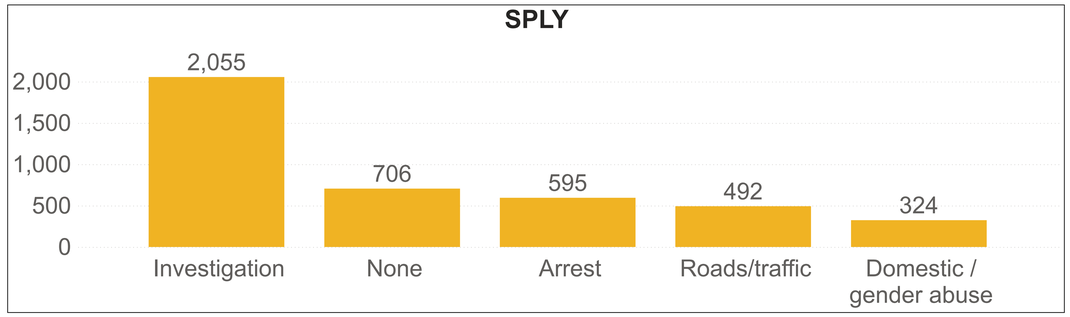
Factors applied to allegations logged

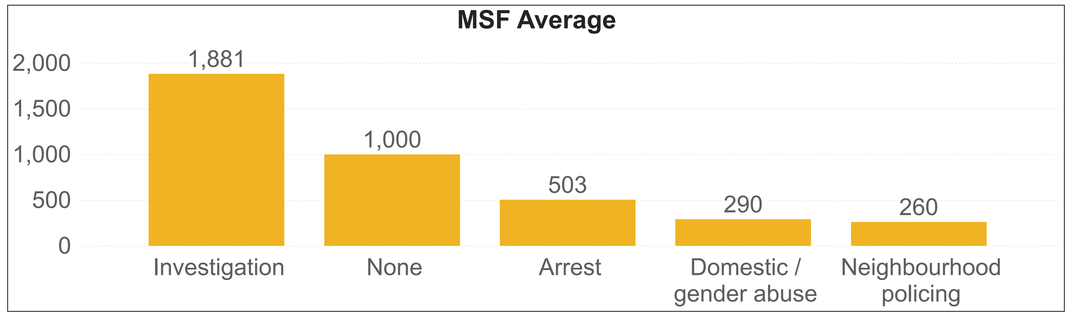
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

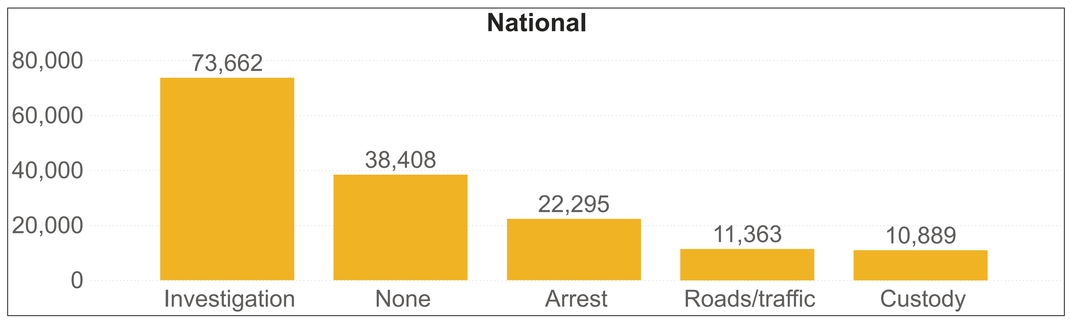
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing data about police complaints for definitions of categories and factors.

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	2,367	41%	2,055	38%	1,881	39%	73,662	39%
None	748	13%	706	13%	1,000	21%	38,408	20%
Arrest	572	10%	595	11%	503	11%	22,295	12%
Roads/traffic	467	8%	492	9%	258	5%	11,363	6%
Domestic / gender abuse	319	5%	324	6%	290	6%	10,451	6%
Neighbourhood policing	290	5%	320	6%	260	5%	8,198	4%
Custody	278	5%	178	3%	238	5%	10,889	6%
Call Handling	250	4%	242	4%	212	4%	8,178	4%
VAWG - dissatisfaction handling	191	3%	211	4%	195	4%	8,335	4%
Mental health	132	2%	146	3%	106	2%	5,236	3%
Premises search	111	2%	88	2%	106	2%	4,979	3%
Child protection / CSA / CSE	82	1%	53	1%	74	2%	3,524	2%
Stop and/or search	67	1%	54	1%	79	2%	3,983	2%
Public order incident	52	1%	67	1%	38	1%	1,350	1%
Drugs / alcohol	46	1%	30	1%	40	1%	1,998	1%
Death	45	1%	40	1%	41	1%	1,617	1%
Missing persons	36	1%	45	1%	33	1%	1,198	1%
	33	1%	36	1%	14	0%	1,637	1%
Fraud	29	0%	22	0%	18	0%	1,448	1%
Social media	19	0%	11	0%	19	0%	892	0%
Restraint equipment	11	0%	8	0%	45	1%	1,759	1%
Hate Crime	10	0%	9	0%	17	0%	836	0%
Firearms	9	0%	16	0%	27	1%	880	0%
VAWG - police victim	5	0%	2	0%	3	0%	161	0%
Serious injury	4	0%	3	0%	6	0%	352	0%
Police dogs or horses	3	0%	1	0%	3	0%	115	0%
VAWG - police perpetrated	2	0%	9	0%	13	0%	828	0%
Covert policing	1	0%	1	0%	2	0%	83	0%
PPDA	1	0%			1	0%	168	0%
Taser	1	0%	3	0%	4	0%	189	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley Police

Factors on frequently applied allegation categories (force figures only)

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.

Category	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
Factors	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	1,643	51%	83	39%	119	27%	371	25%
None	338	11%	11	5%	112	25%	140	10%
Arrest	116	4%	34	16%	29	7%	365	25%
Roads/traffic	195	6%	12	6%	57	13%	128	9%
Domestic / gender abuse	209	6%	21	10%	24	5%	48	3%
Neighbourhood policing	212	7%	19	9%	21	5%	31	2%
Custody	44	1%	10	5%	15	3%	203	14%
Call Handling	187	6%	4	2%	34	8%	22	1%
VAWG - dissatisfaction handling	162	5%	1	0%	8	2%	15	1%
Mental health	53	2%	8	4%	16	4%	52	4%
Premises search	18	1%	1	0%	2	0%	78	5%
Child protection / CSA / CSE	41	1%	3	1%	1	0%	35	2%
Stop and/or search	6	0%	10	5%	5	1%	42	3%
Public order incident	21	1%	4	2%	3	1%	23	2%
Drugs / alcohol	18	1%	1	0%	6	1%	20	1%
Death	34	1%			1	0%	4	0%
Missing persons	26	1%	1	0%	2	0%	5	0%
	17	1%	3	1%	3	1%	6	0%
Fraud	20	1%			1	0%	4	0%
Social media	7	0%					8	1%
Restraint equipment							11	1%
Hate Crime	8	0%	1	0%			1	0%
Firearms	6	0%			1	0%	2	0%
VAWG - police victim	5	0%						
Police dogs or horses					1	0%	1	0%
Serious injury	2	0%						
Covert policing	1	0%						
PPDA					1	0%		
Taser					1	0%		

How allegations have been handled and allegation timeliness

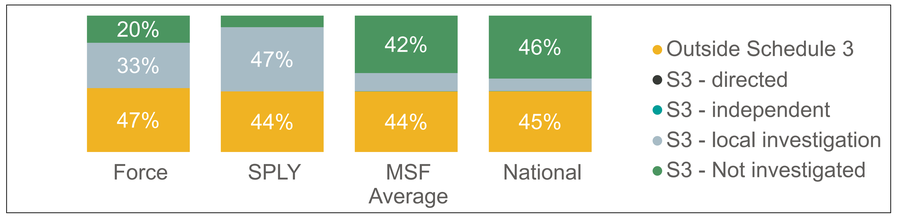
This section presents the time it takes the force to finalise allegations by how they were handled.

- An allegation can be handled informally (outside of Schedule 3 of the Police Reform Act 2002) or formally handled under Schedule 3
- Schedule 3 allegations can handled without investigation or by investigation.
- Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)
- If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

Handling method	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by directed investigation		Under Schedule 3 - by independent investigation		Total	
Number finalised	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%
Force	3,069	47%	1,302	20%	2,189	33%					**6,560**	**100%**
SPLY	2,331	44%	441	8%	2,473	47%					**5,245**	**100%**
MSF Average	2,097	44%	1,988	42%	630	13%	0	0%	7	0%	**4,722**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

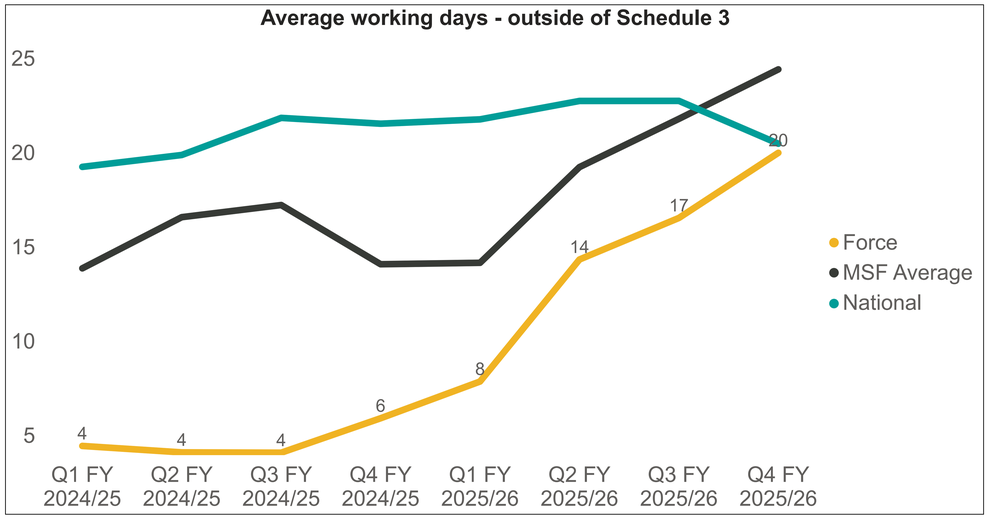
. Local investigation	Not special procedures Finalised	%	Special procedures Finalised	%	Total Finalised	%
Force	2,145	98%	44	2%	**2,189**	**100%**
SPLY	2,399	97%	74	3%	**2,473**	**100%**
MSF Average	606	96%	24	4%	**630**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

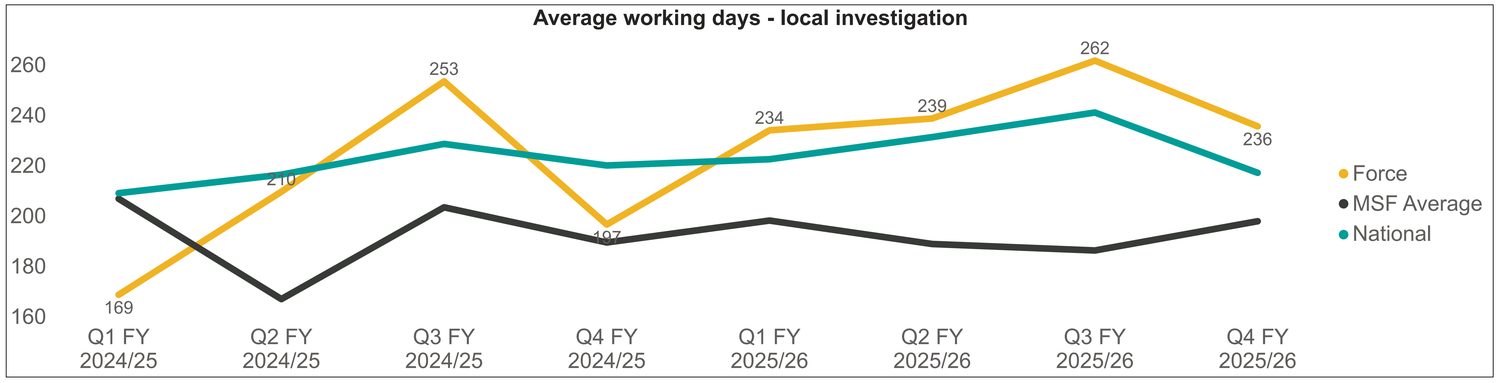


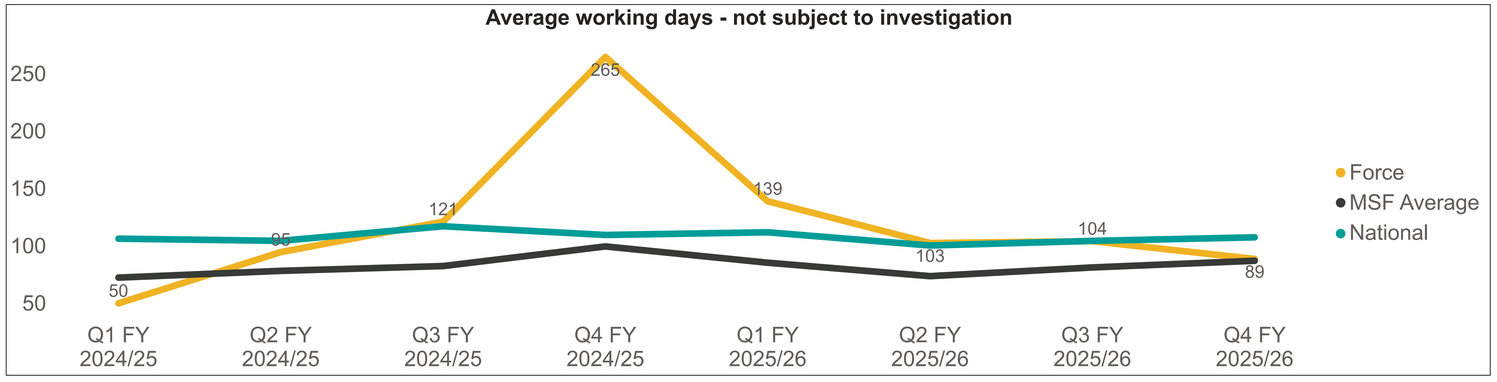
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

Handling method	Force	SPLY	MSF Average	National
Outside of Schedule 3	15	5	20	22
Under Schedule 3 - not subject to investigation	103	189	80	106
Under Schedule 3 - by local investigation	246	206	194	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	0	0	208	338







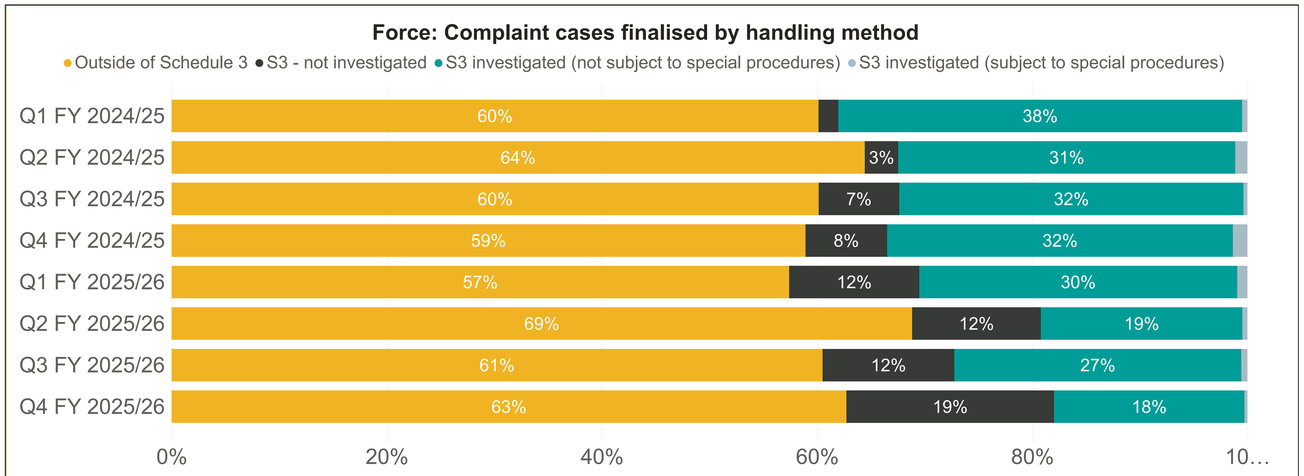
Complaint timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. 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.

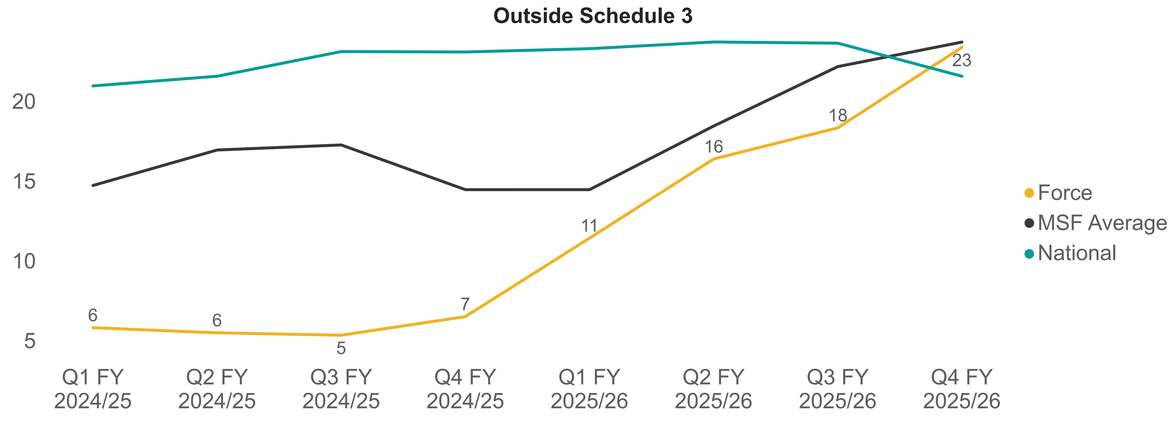
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

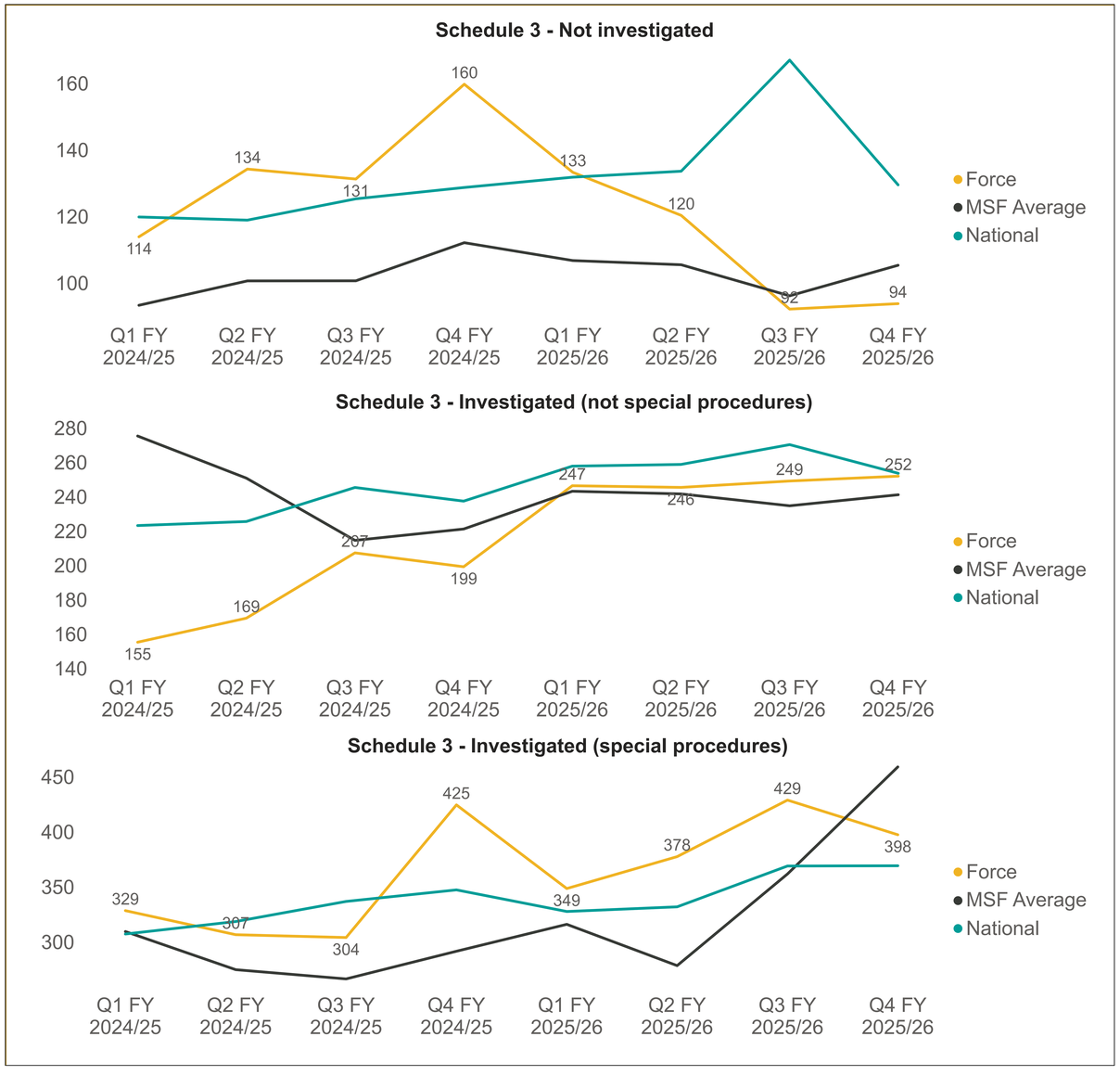
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	2,917	62%	649	14%	1,093	23%	26	1%	**4,685**	**100%**
SPLY	2,247	61%	192	5%	1,223	33%	32	1%	**3,694**	**100%**
MSF Average	1,685	63%	745	28%	224	8%	14	1%	**2,668**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	649	108	1,093	248	26	382
SPLY	192	143	1,223	183	32	365
MSF Average	745	102	224	240	14	378
National	32,002	142	4,930	261	634	349



Outside of Schedule 3	Finalised	Average days to finalise
Force	2,918	17
SPLY	2,249	6
MSF Average	1,685	20
National	70,063	23





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley Police

Findings and actions on Outside Schedule 3 allegations

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%.

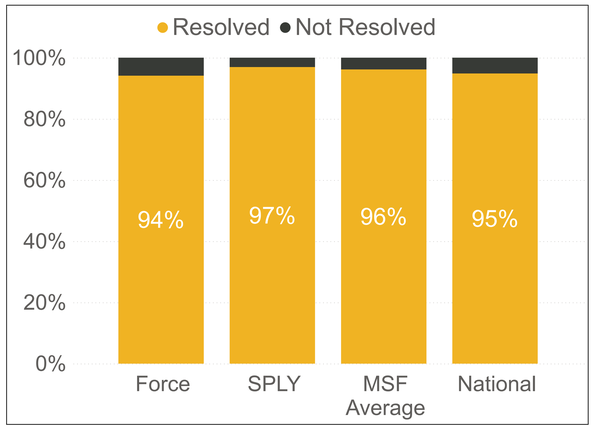
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

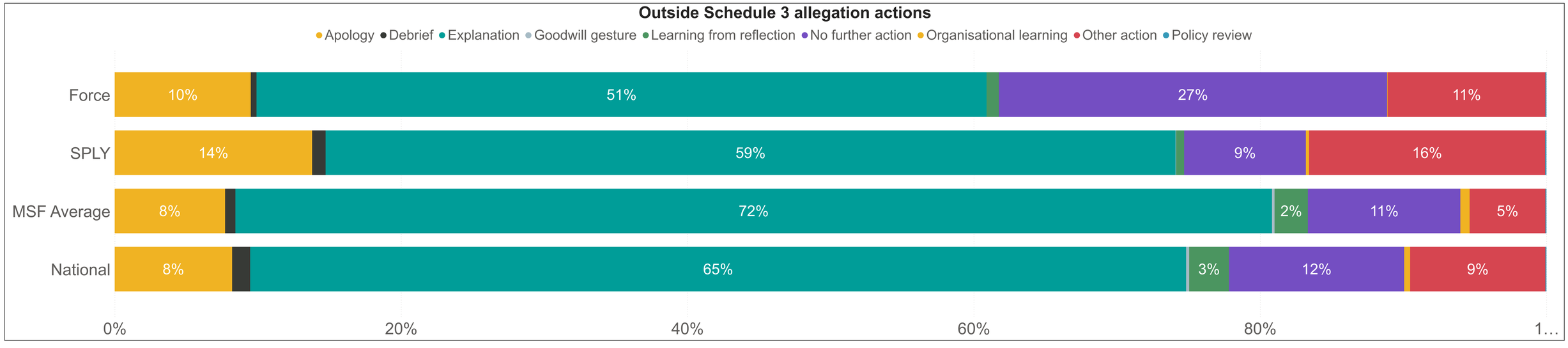
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	2,890	2,260	2,017	78,219
Not Resolved	179	71	79	4,224
Total	**3,069**	**2,331**	**2,096**	**82,443**

Figures may differ in the two tables where actions have not yet been decided or not yet recorded

Measure	Force		SPLY		MSF Average		National	
Actions on allegations outside of Schedule 3	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	1,555	51%	1,382	59%	1,513	72%	53,668	65%
No further action	827	27%	198	9%	223	11%	10,054	12%
Other action	336	11%	384	16%	111	5%	7,759	9%
Apology	290	10%	321	14%	161	8%	6,733	8%
Learning from reflection	26	1%	13	1%	49	2%	2,278	3%
Debrief	12	0%	22	1%	15	1%	1,041	1%
Policy review	2	0%	2	0%	1	0%	56	0%
Organisational learning	1	0%	5	0%	14	1%	337	0%
Goodwill gesture			1	0%	4	0%	178	0%
Total	**3,049**	**100%**	**2,328**	**100%**	**2,090**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley …

Findings on Schedule 3 allegations

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.

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Measure type	Force		SPLY		MSF Average		National	
Not investigated	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
No further action	86	7%	19	4%	189	9%	5,708	7%
Regulation 41 applies	7	1%	7	2%	3	0%	262	0%
Service provided - acceptable	938	72%	267	61%	1,356	68%	58,464	69%
Service provided - not acceptable	176	14%	43	10%	249	13%	11,005	13%
Service provided - unable to determine	75	6%	29	7%	127	6%	7,657	9%
Withdrawal	20	2%	76	17%	65	3%	2,069	2%

Measure type	Force		SPLY		MSF Average		National	
Not subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer					0	0%		
No further action	37	2%	29	1%	18	3%	504	3%
Regulation 41 applies	73	3%	53	2%	13	2%	218	1%
Service provided - acceptable	1,492	70%	1,754	73%	431	71%	10,707	69%
Service provided - not acceptable	397	19%	386	16%	87	14%	2,102	14%
Service provided - unable to determine	83	4%	127	5%	45	7%	1,531	10%
Withdrawal	63	3%	50	2%	15	2%	429	3%

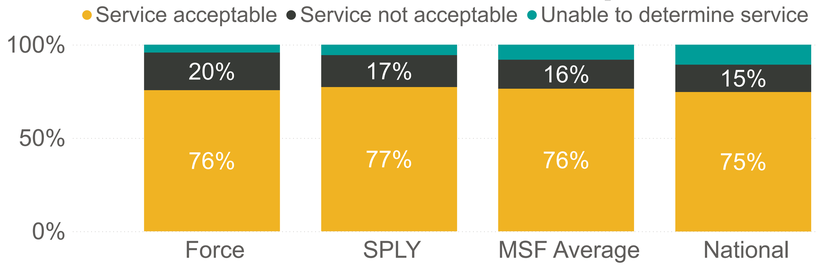
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

Such allegations should result in a Case to Answer or No Case to Answer for misconduct

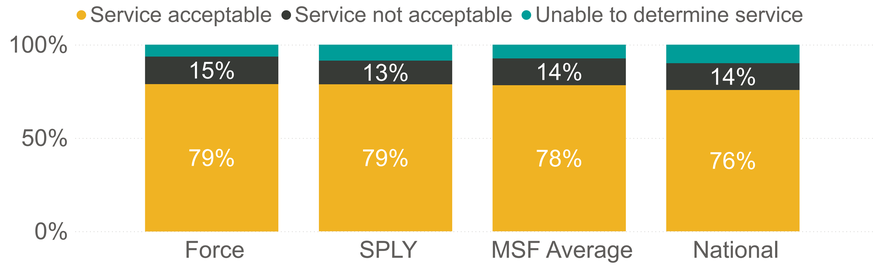
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

Measure type	Force		SPLY		MSF Average		National	
Subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer	7	16%	32	43%	7	26%	397	22%
No Case to Answer	30	68%	23	31%	14	51%	886	49%
No further action					0	1%	31	2%
Regulation 41 applies					0	0%	7	0%
Service provided - acceptable	4	9%	7	9%	3	12%	285	16%
Service provided - not acceptable	1	2%	8	11%	2	5%	81	5%
Service provided - unable to determine	1	2%	1	1%	1	3%	43	2%
Withdrawal	1	2%	3	4%	0	1%	69	4%

Schedule 3 allegations (not investigated)



Schedule 3 allegations (investigated - not subject to special procedures)



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley …

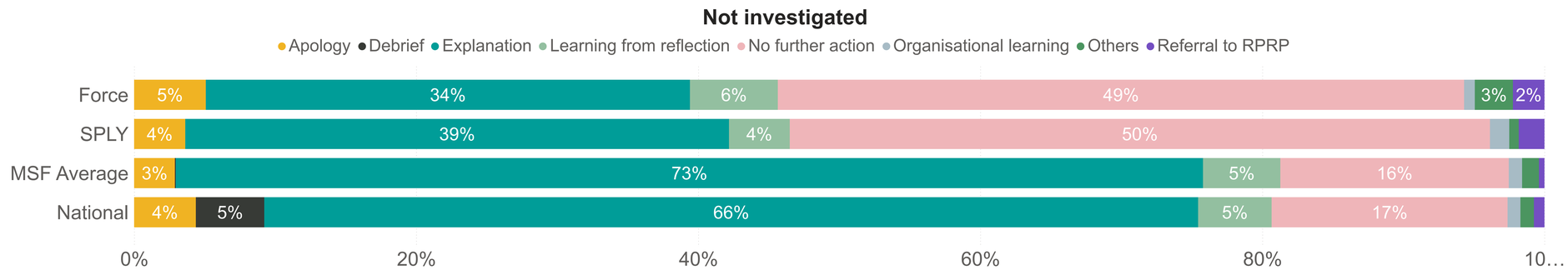
Actions on Schedule 3 allegations

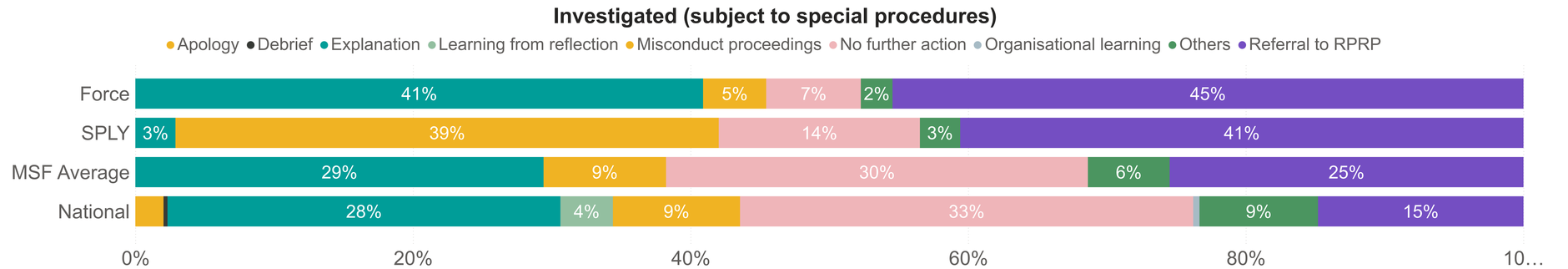
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action.

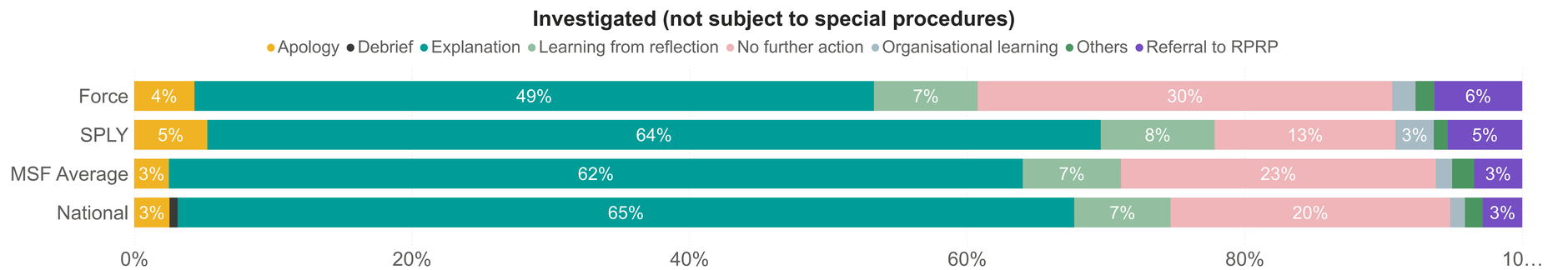
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available.

Measure	Force		SPLY		MSF Average		National	
Actions on Schedule 3 allegations	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	1,512	43%	1,711	59%	1,828	70%	66,745	65%
No further action	1,273	37%	540	19%	467	18%	17,908	18%
Learning from reflection	241	7%	215	7%	153	6%	5,564	5%
Referral to RPRP	184	5%	164	6%	35	1%	1,333	1%
Apology	159	5%	142	5%	74	3%	4,154	4%
Others	65	2%	29	1%	35	1%	1,158	1%
Organisational learning	46	1%	72	2%	26	1%	948	1%
Misconduct proceedings	2	0%	27	1%	2	0%	162	0%
Debrief					1	0%	4,219	4%
Total	**3,482**	**100%**	**2,900**	**100%**	**2,620**	**100%**	**102,191**	**100%**

Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures





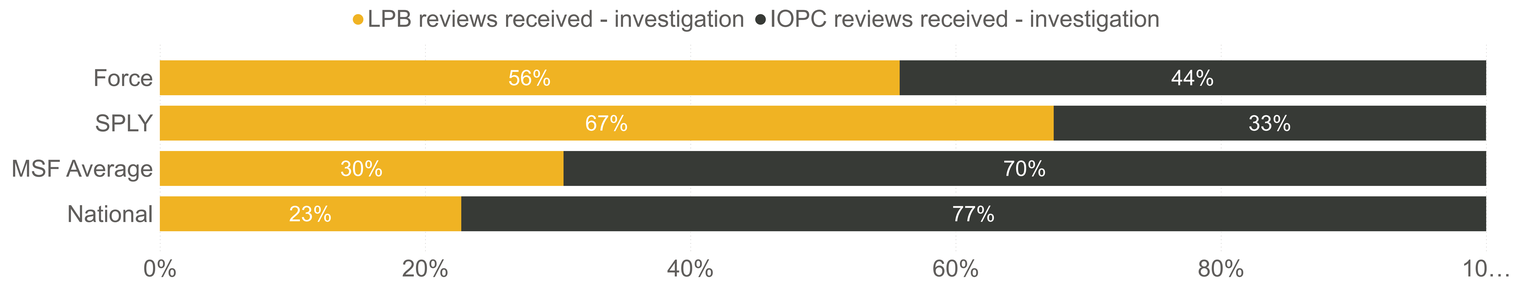


Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley …

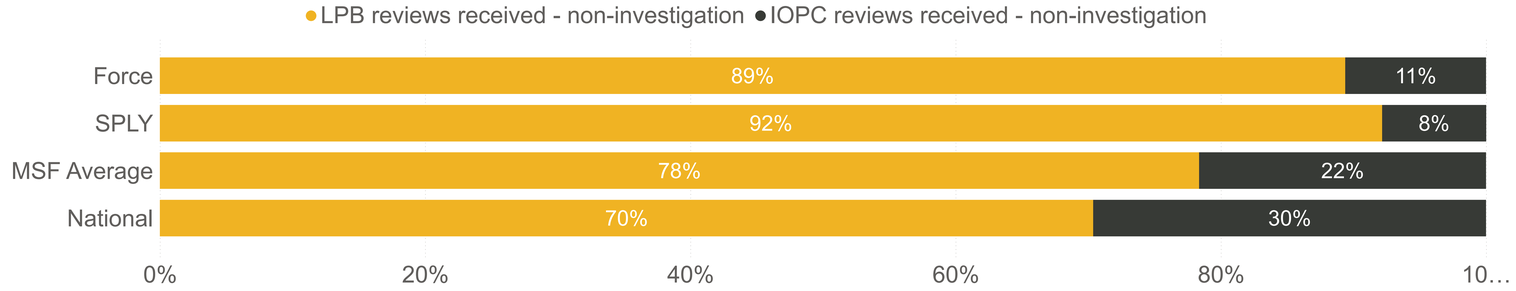
Reviews received

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. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

LPB reviews	Investigation	Non-investigation
Force	82	160
SPLY	122	47
MSF Average	12	144
National	275	5,002

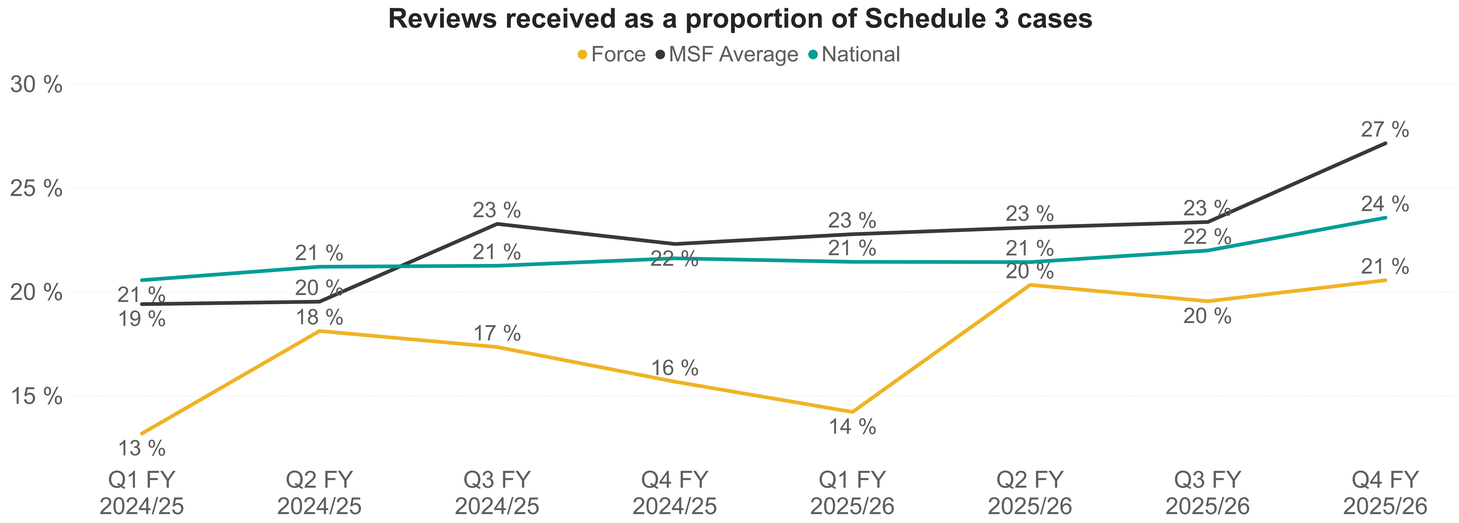


IOPC Reviews	Investigation	Non-investigation
Force	65	19
SPLY	59	4
MSF Average	28	40
National	935	2105



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.

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	326	1,767
SPLY	232	1,445
MSF Average	224	983
National	8,317	37,566



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley Police

Reviews outcomes and timeliness

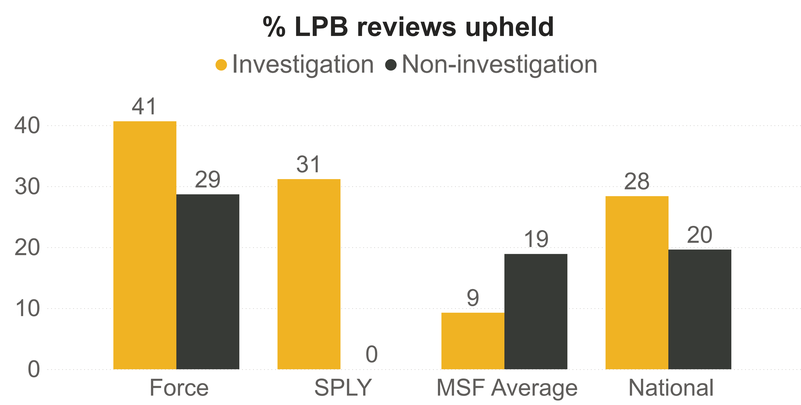
LPB Reviews

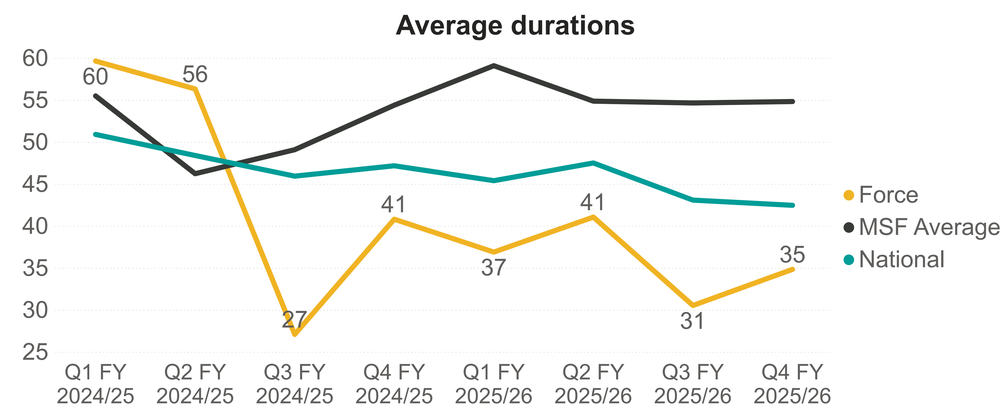
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

When a review finds that the outcome of the complaint was not reasonable and proportionate, that review is considered to be 'upheld'

Review type	Complete with outcome	Upheld
Investigation		
Force	91	37
SPLY	138	43
MSF Average	14	5
National	282	80
Non-investigation		
Force	136	39
SPLY	31	0
MSF Average	125	20
National	4429	868

Review type	Average duration
Investigation	
Force	44
SPLY	53
MSF Average	38
National	57
Non-investigation	
Force	30
SPLY	17
MSF Average	55
National	44





IOPC Reviews

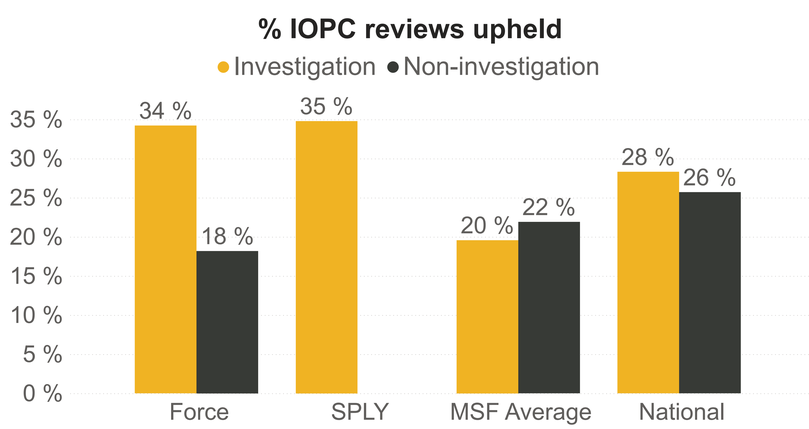
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

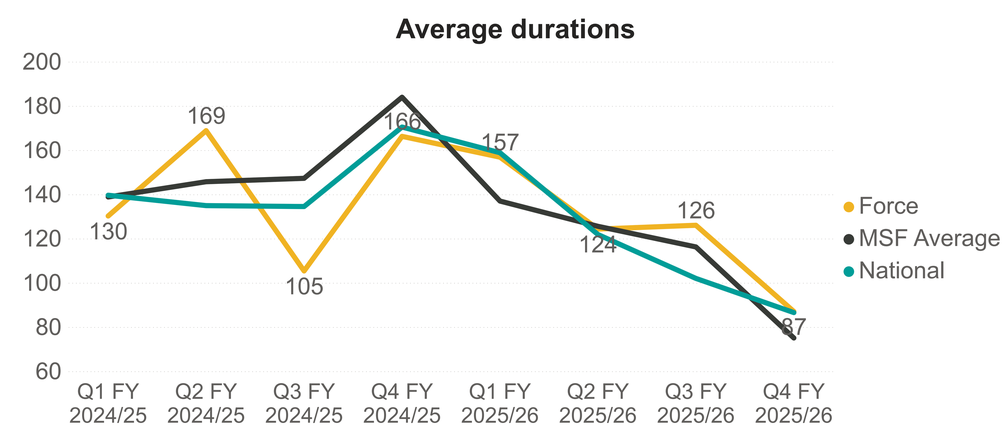
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	76	26	11	2
SPLY	46	15	2	
MSF Average	35	9	41	10
National	1,152	327	2,121	555

Measure	Average duration
Force	117
SPLY	148
MSF Average	122
National	115





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley Police

Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

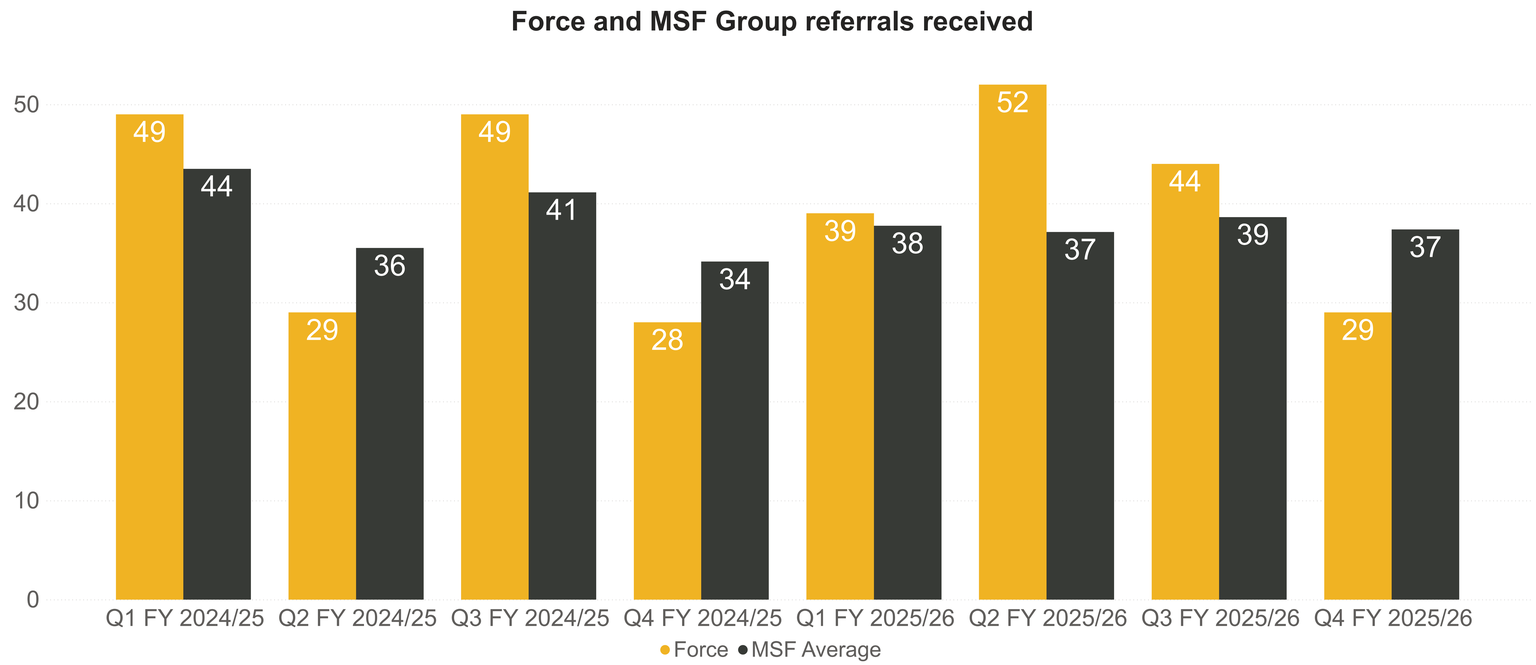
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

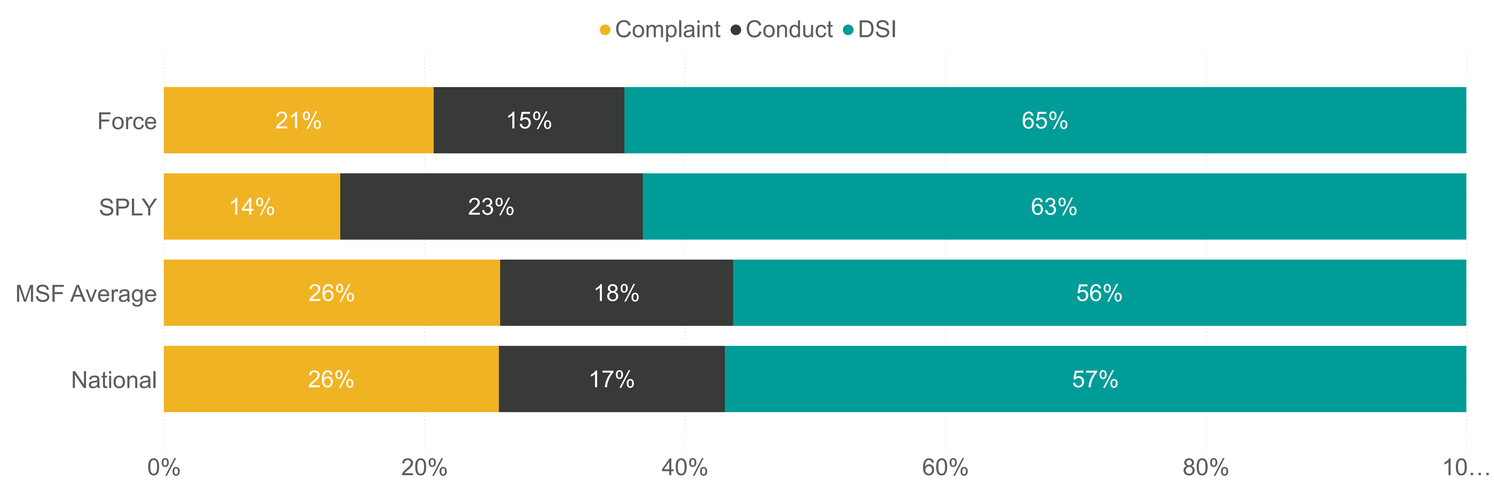
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

	Force	SPLY	MSF Average	National
Number Referrals Received	164	155	151	6,942
Number referrals completed	164	160	153	7,017
Decision: Directed Investigation			0	24
Decision: Independent Investigation	7	4	7	400
Decision: Invalid	2	3	2	98
Decision: Local Investigation	76	80	80	3,513
Decision: Return to Force	79	73	64	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	34	21	39	1,786
Conduct	24	36	27	1,204
DSI	106	98	85	3,952
Total	**164**	**155**	**151**	**6,942**



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Sussex Police, Thames Valley Police

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, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the IOPC website.

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).