

# Police Complaints Information Bulletin: West Yorkshire

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

**Most Similar Force (MSF) Group: Greater Manchester, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Midlands, West Yorkshire**

## About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

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

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

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

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## Acronyms used in this bulletin

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

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

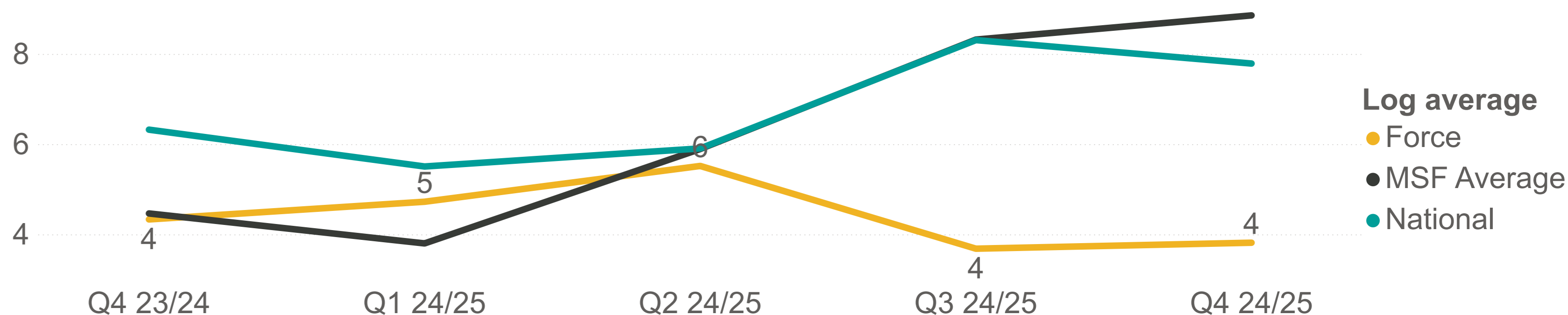
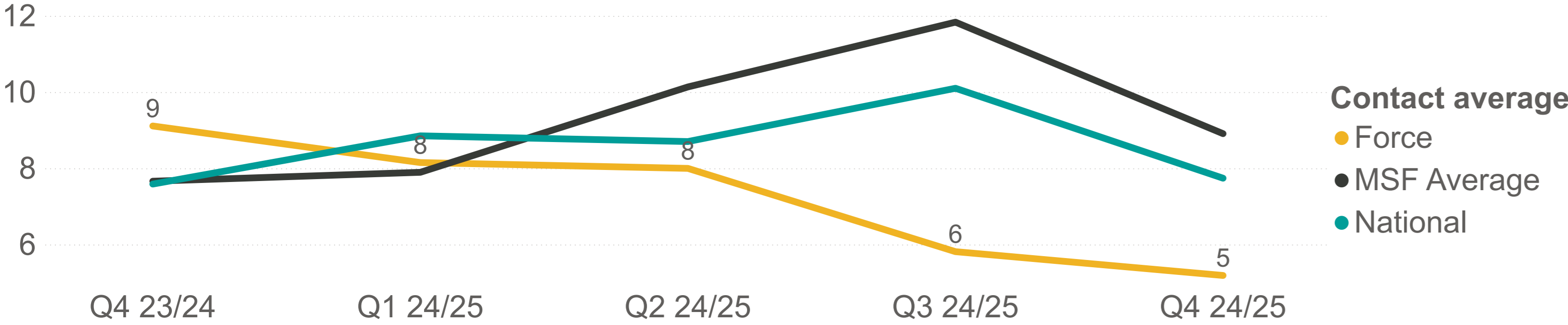


**Section A1.1: Complaint cases and allegations logged**

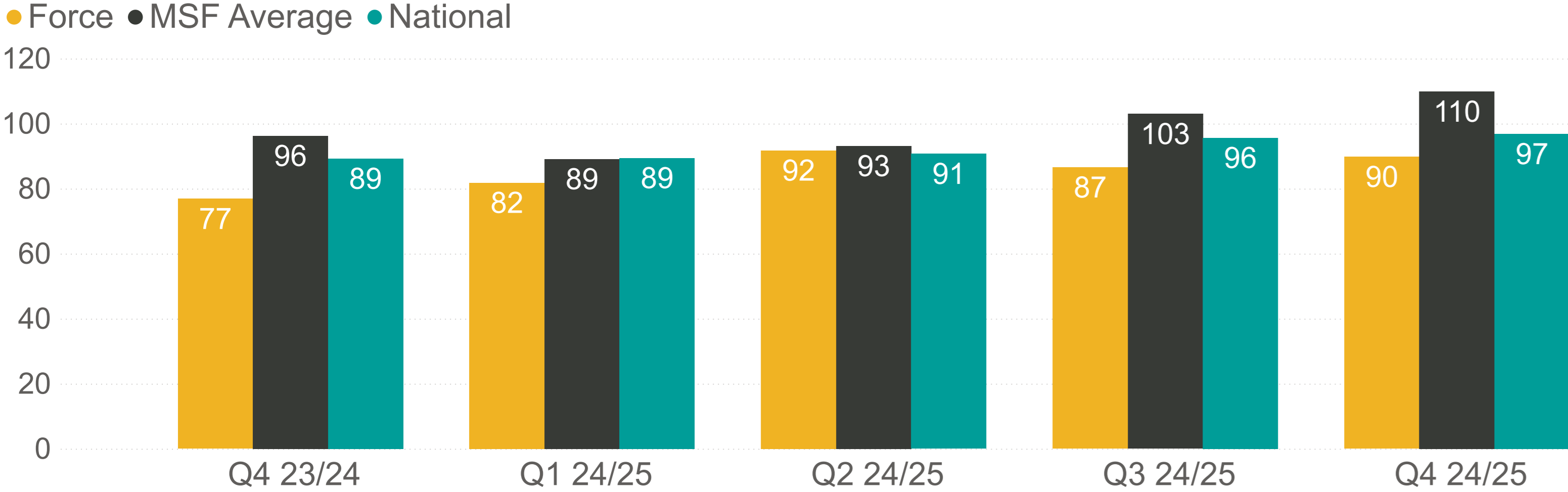
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

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

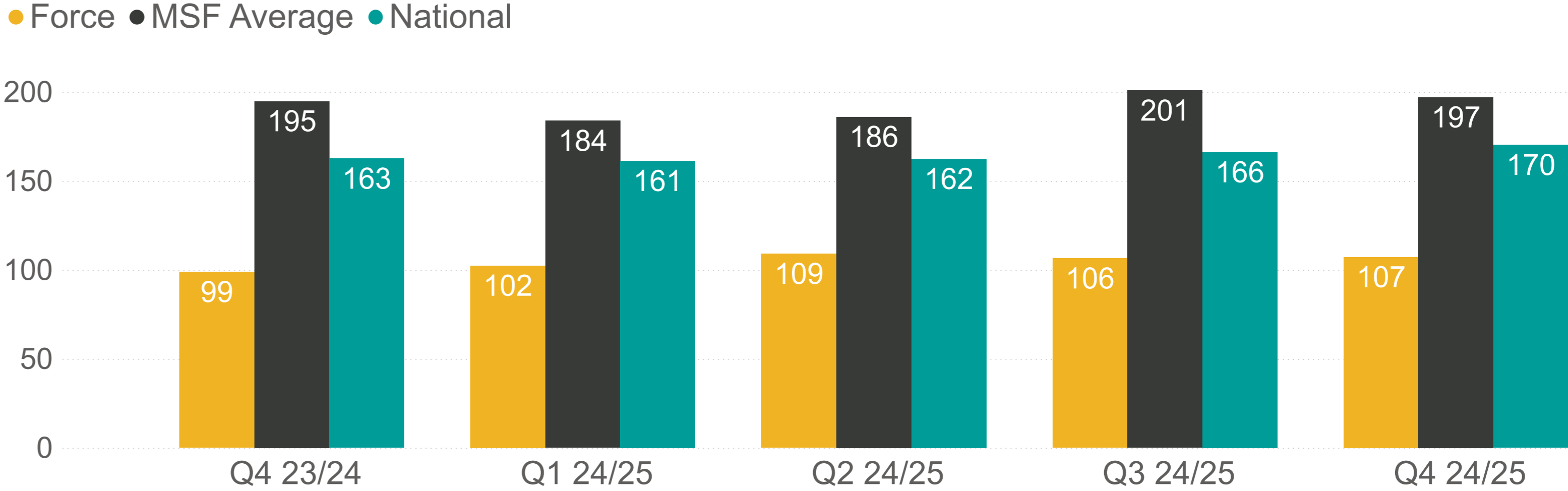
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	3,772	350	4,584	425	7	4
SPLY	3,419	319	4,235	395	11	4
MSF Average	3,239	395	6,214	768	10	7
National	94,940	373	168,249	660	9	7



**Complaints logged per 1,000 employees**



**Allegations logged per 1,000 employees**



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

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

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

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

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

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

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

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	57	38	218	12,831
Complainant wishes the complaint be recorded	148	66	382	6,465
Dissatisfaction after initial handling	385	424	146	5,283
Nature of the allegation(s) in the complaint	807	791	347	7,593
<b>Total</b>	<b>1,397</b>	<b>1,319</b>	<b>1,092</b>	<b>32,172</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	4 %	3 %	20 %	40 %
Complainant wishes the complaint be recorded	11 %	5 %	27 %	20 %
Dissatisfaction after initial handling	28 %	32 %	16 %	16 %
Nature of the allegation(s) in the complaint	58 %	60 %	37 %	24 %



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

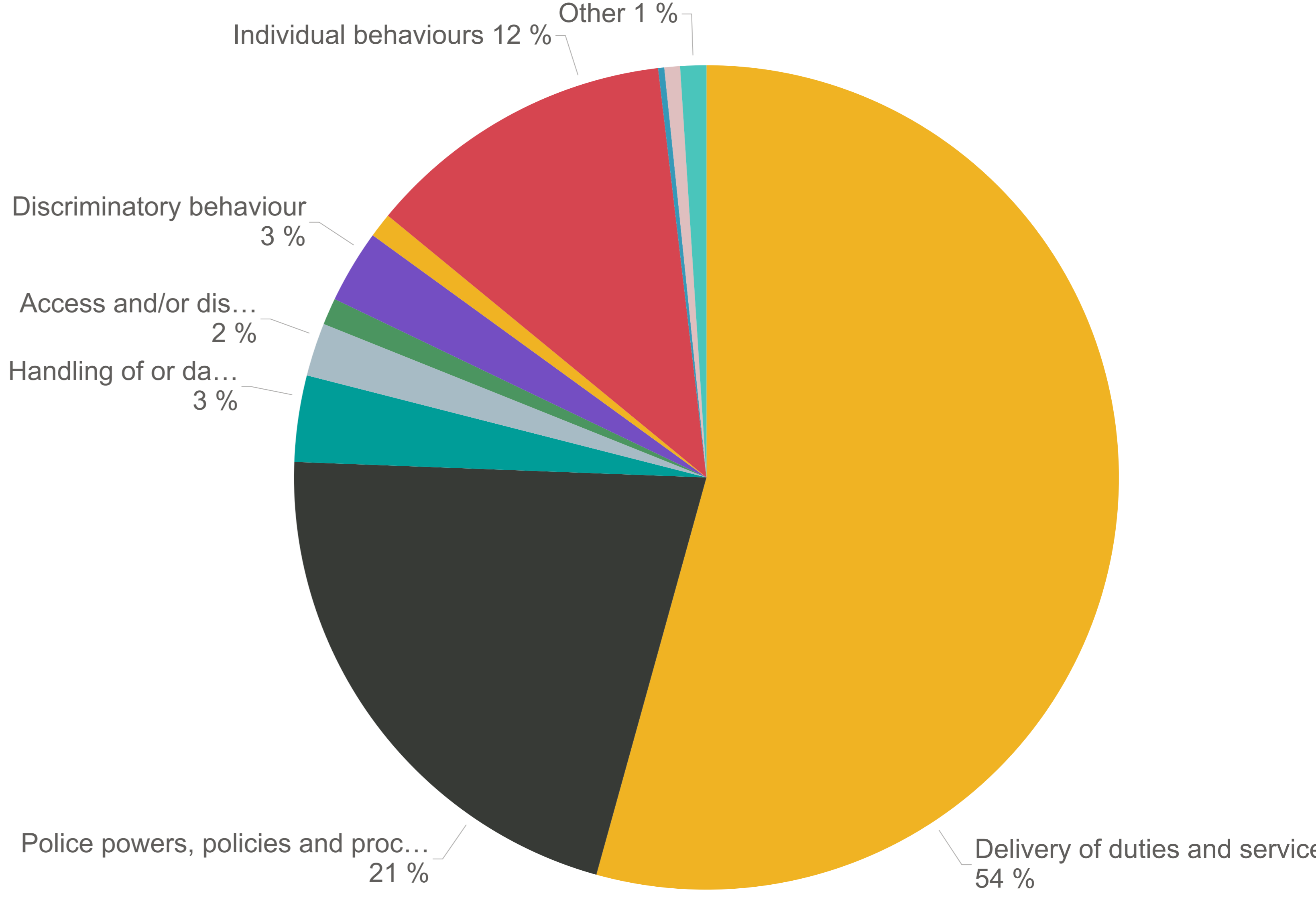
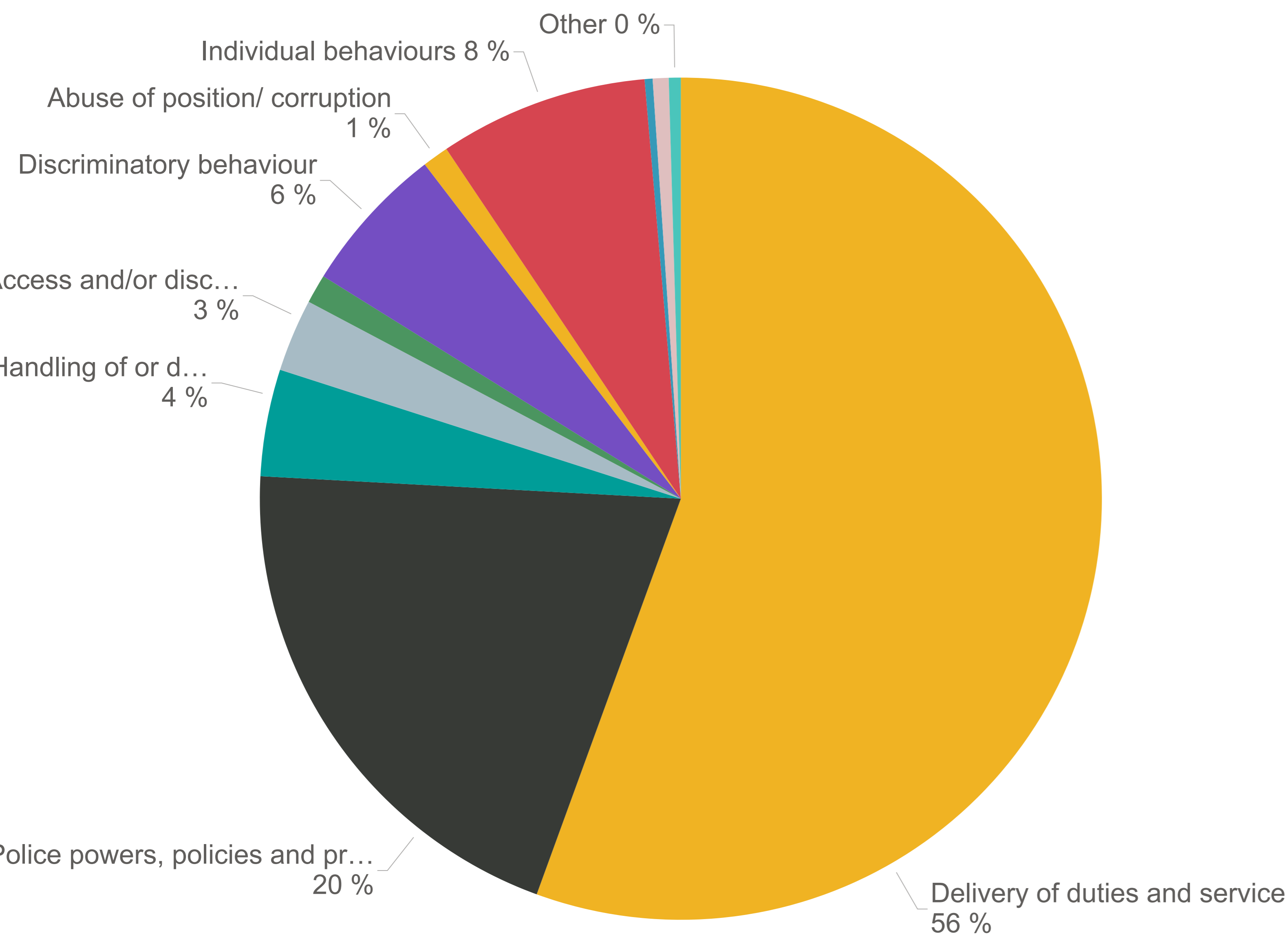
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

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

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	2,547	930	188	128	51	263	46	368	14	28	21	4,584
SPLY	2,283	970	127	102	63	261	69	281	19	38	22	4,235
MSF Average	3,213	1,335	227	131	55	206	70	864	15	36	62	6,214
National	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246

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

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





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

Category	Year to date Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	<b>Total</b>	<b>2,547</b>	<b>56 %</b>	<b>2,283</b>	<b>54 %</b>	<b>3,213</b>	<b>53 %</b>	<b>91,353</b>	<b>54 %</b>	
	General level of service	1,761	69 %	1,312	57 %	716	27 %	29,691	32 %	
	Police action following contact	335	13 %	655	29 %	1,551	43 %	37,667	41 %	
	Decisions	301	12 %	228	10 %	535	18 %	13,479	15 %	
	Information	150	6 %	88	4 %	411	12 %	10,515	12 %	
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %	
Police powers, policies and procedures	<b>Total</b>	<b>930</b>	<b>20 %</b>	<b>970</b>	<b>23 %</b>	<b>1,335</b>	<b>21 %</b>	<b>35,830</b>	<b>21 %</b>	
	Use of force	314	34 %	350	36 %	377	28 %	8,826	25 %	
	Power to arrest and detain	157	17 %	149	15 %	222	17 %	6,460	18 %	
	Other policies and procedures	135	15 %	144	15 %	112	9 %	3,735	10 %	
	Searches of premises and seizure of property	124	13 %	110	11 %	185	14 %	4,603	13 %	
	Detention in police custody	95	10 %	94	10 %	219	16 %	5,122	14 %	
	Evidential procedures	54	6 %	54	6 %	84	7 %	2,631	7 %	
	Bail, identification and interview procedures	24	3 %	22	2 %	67	4 %	2,122	6 %	
	Stops, and stop and search	19	2 %	45	5 %	56	4 %	1,790	5 %	
	Out of court disposals	8	1 %	2	0 %	12	1 %	540	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	<b>Total</b>	<b>368</b>	<b>8 %</b>	<b>281</b>	<b>7 %</b>	<b>864</b>	<b>13 %</b>	<b>20,480</b>	<b>12 %</b>
		Unprofessional attitude and disrespect	129	35 %	100	36 %	253	31 %	5,808	28 %
		Impolite language / tone	103	28 %	72	26 %	205	24 %	5,352	26 %
Overbearing or harassing behaviours		59	16 %	42	15 %	127	13 %	3,415	17 %	
Lack of fairness and impartiality		41	11 %	28	10 %	104	13 %	2,807	14 %	
Impolite and intolerant actions		36	10 %	39	14 %	175	19 %	3,098	15 %	
Discriminatory behaviour	<b>Total</b>	<b>263</b>	<b>6 %</b>	<b>261</b>	<b>6 %</b>	<b>206</b>	<b>3 %</b>	<b>4,832</b>	<b>3 %</b>	
	Race	145	55 %	136	52 %	93	44 %	2,335	48 %	
	Sex	56	21 %	29	11 %	36	16 %	769	16 %	
	Disability	39	15 %	59	23 %	43	20 %	911	19 %	
	Other	11	4 %	15	6 %	18	11 %	421	9 %	
	Sexual orientation	6	2 %	8	3 %	6	3 %	134	3 %	
	Religion or belief	5	2 %	7	3 %	5	2 %	127	3 %	
	Age	1	0 %	6	2 %	2	1 %	73	2 %	
	Gender reassignment	0	0 %	1	0 %	3	2 %	56	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	4	0 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>188</b>	<b>4 %</b>	<b>127</b>	<b>3 %</b>	<b>226</b>	<b>3 %</b>	<b>5,556</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	188	100 %	127	100 %	226	100 %	5,555	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.



**Section A1.5: National complaint factors**

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	1,398	30 %	1,147	27 %	2,482	39 %	65,409	39 %
None	730	16 %	755	18 %	961	15 %	31,766	19 %
Arrest	593	13 %	562	13 %	951	15 %	21,786	13 %
Roads/traffic	409	9 %	415	10 %	416	6 %	10,386	6 %
Call Handling	335	7 %	227	5 %	225	4 %	7,140	4 %
Custody	231	5 %	234	6 %	438	7 %	9,989	6 %
Domestic / gender abuse	212	5 %	211	5 %	467	6 %	9,507	6 %
Neighbourhood policing	178	4 %	181	4 %	352	5 %	7,856	5 %
VAWG - dissatisfaction handling	158	3 %	35	1 %	391	5 %	7,183	4 %
Premises search	119	3 %	131	3 %	191	3 %	4,308	3 %
Mental health	85	2 %	74	2 %	288	4 %	5,164	3 %
Missing persons	59	1 %	34	1 %	49	1 %	1,077	1 %
Hate Crime	48	1 %	115	3 %	44	1 %	942	1 %
Child protection / CSA / CSE	44	1 %	39	1 %	130	2 %	3,021	2 %
Death	44	1 %	28	1 %	68	1 %	1,585	1 %
Stop and/or search	37	1 %	70	2 %	133	2 %	3,755	2 %
Drugs / alcohol	27	1 %	42	1 %	114	2 %	2,046	1 %
Fraud	26	1 %	17	0 %	31	0 %	1,113	1 %
Public order incident	24	1 %	43	1 %	63	1 %	1,327	1 %
VAWG - police perpetrated	12	0 %	55	1 %	49	1 %	1,085	1 %
Social media	10	0 %	18	0 %	42	1 %	720	0 %
Firearms	8	0 %	9	0 %	21	0 %	742	0 %
Restraint equipment	8	0 %	5	0 %	90	1 %	1,866	1 %
Serious injury	5	0 %	3	0 %	24	0 %	346	0 %
Covert policing	2	0 %	1	0 %	4	0 %	86	0 %
Police dogs or horses	2	0 %	0	0 %	4	0 %	102	0 %
PPDA	1	0 %	0	0 %	3	0 %	65	0 %
VAWG - police victim	1	0 %	0	0 %	5	0 %	141	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA - Police victim	0	0 %	0	0 %	1	0 %	4	0 %
Taser	0	0 %	1	0 %	9	0 %	196	0 %
Unknown	0	0 %	1	0 %	1	0 %	28	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	0 %

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	0	0	0	0	1
VAWG - police perpetrated	2	4	0	0	1
VAWG - dissatisfaction handling	140	7	0	4	6
Stop and/or search	3	18	1	8	3
Social media	2	1	0	0	0
Serious injury	0	4	0	0	1
Roads/traffic	209	74	9	20	47
Restraint equipment	0	8	0	0	0
Public order incident	14	5	0	1	3
Premises search	17	57	35	5	4
Police dogs or horses	0	2	0	0	0
None	362	85	43	48	80
Neighbourhood policing	125	13	0	14	21
Missing persons	34	18	3	1	3
Mental health	55	14	2	4	4
Investigation	1,124	97	35	51	49
Hate Crime	14	0	0	31	1
Fraud	21	1	2	0	1
Firearms	1	3	1	0	3
Drugs / alcohol	9	6	6	0	3
Domestic / gender abuse	133	20	1	29	12
Death	30	5	5	0	3
Custody	38	142	10	10	25
Covert policing	1	0	0	0	0
Child protection / CSA / CSE	30	7	0	0	4
Call Handling	250	13	8	10	52
Arrest	105	378	31	31	36
<b>Total</b>	<b>2,529</b>	<b>902</b>	<b>185</b>	<b>248</b>	<b>356</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
Q4 23/24	3	9	0	12
Q1 24/25	20	4	0	24
Q2 24/25	34	5	0	38
Q3 24/25	53	2	1	56
Q4 24/25	51	1	0	52
<b>Total</b>	<b>161</b>	<b>21</b>	<b>1</b>	<b>182</b>

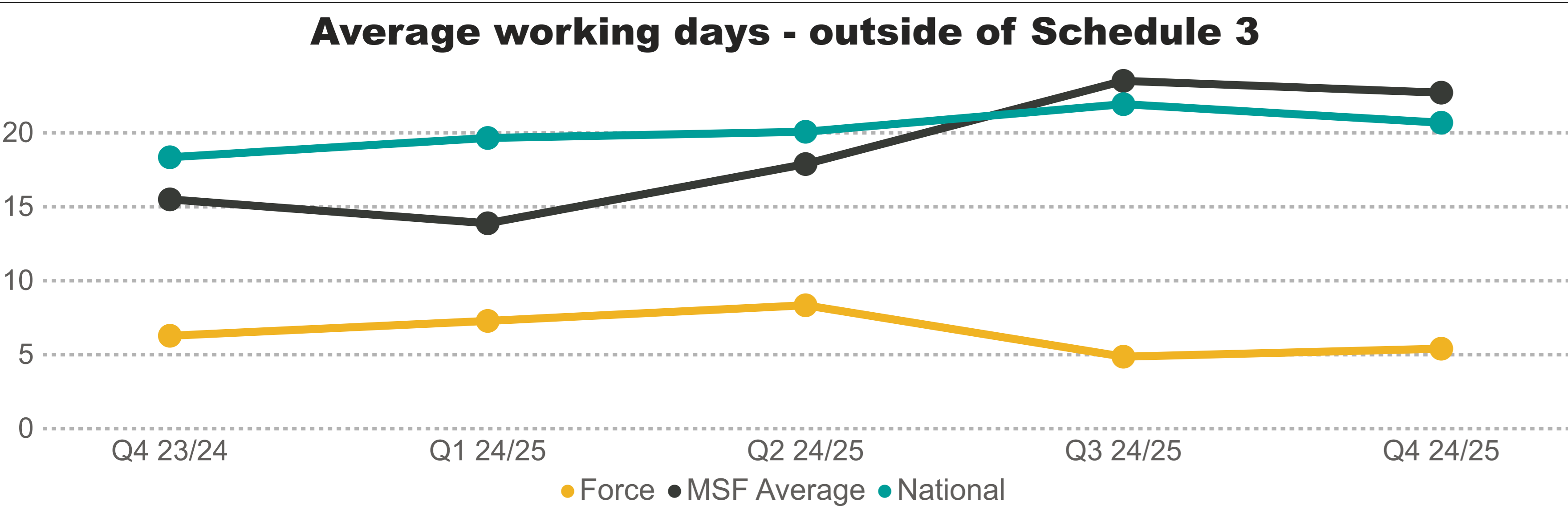
**Section A2: Allegations timeliness**

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.

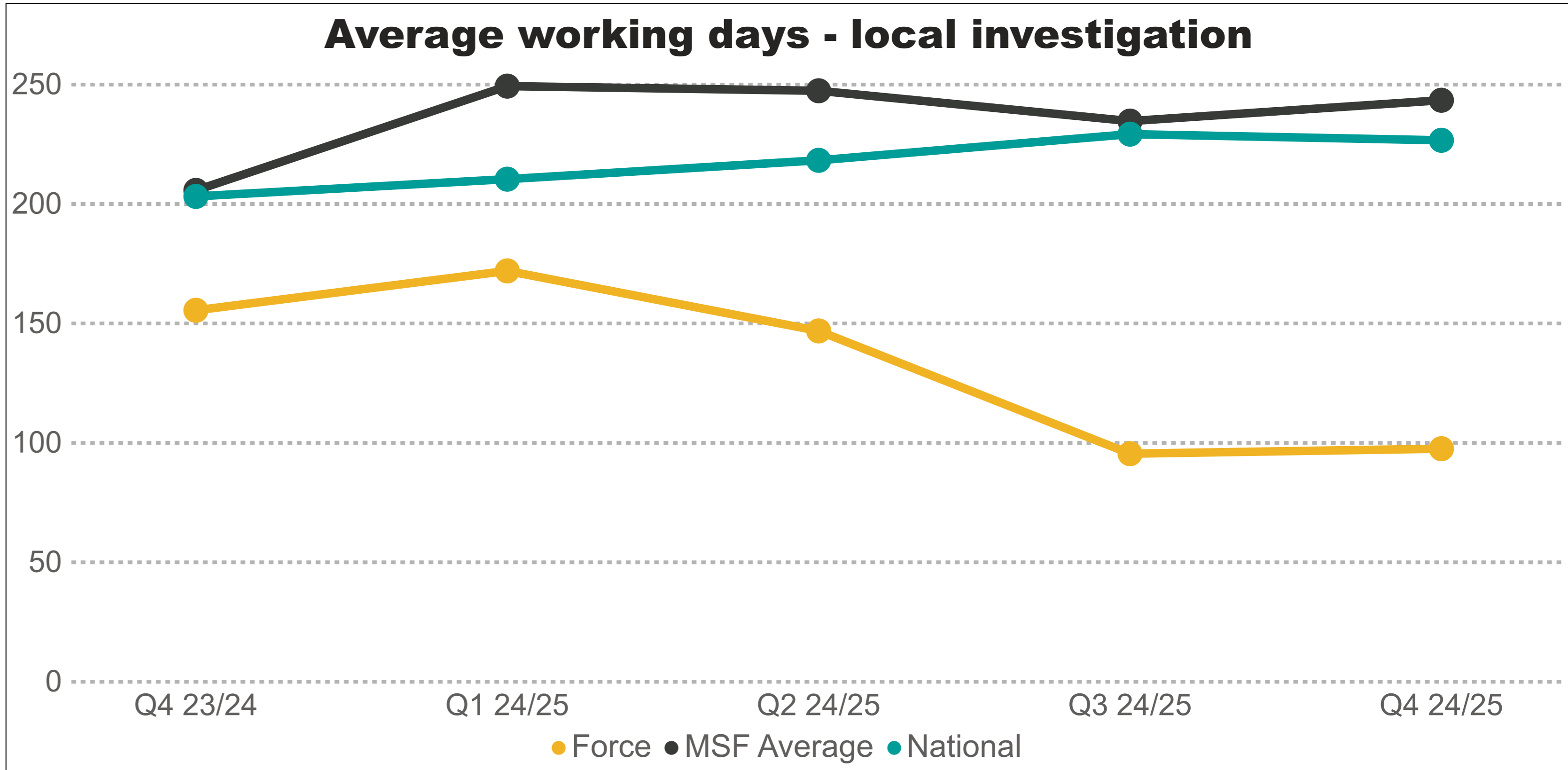
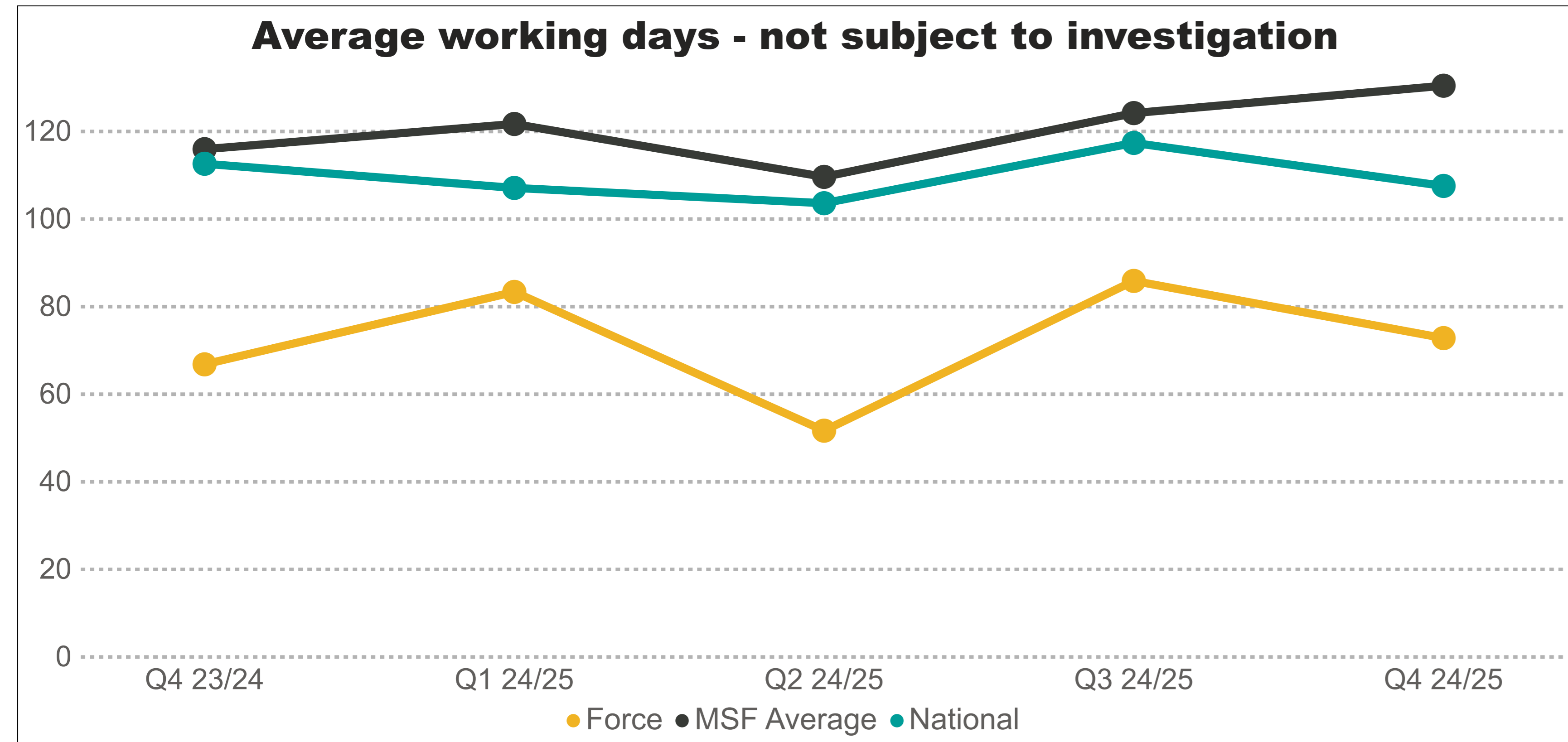
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	2,394	6	1,909	74	236	140	6	607
SPLY	2,096	6	1,721	73	239	124	8	139
MSF Average	2,613	19	2,610	122	558	245	13	382
National	71,979	20	73,237	109	17,701	220	348	380



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	1	0
MSF Average	1	223
National	23	618





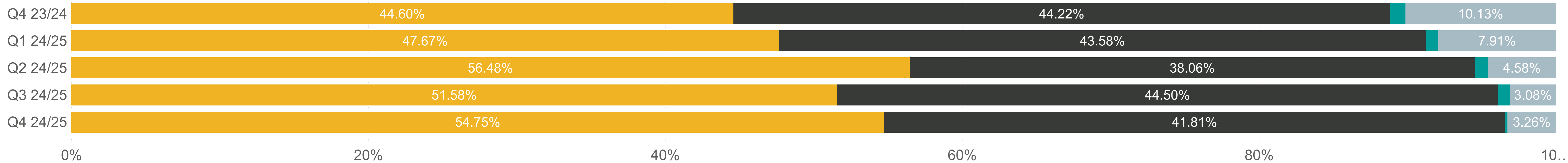
**Section A3.1: How allegations were handled and their decisions**

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3. Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	211	5 %	525	11 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	31	1 %	48	1 %	2,071	1 %
Under Schedule 3 - not investigated	1,909	42 %	2610	43 %	73,237	45 %
Outside of Schedule 3	2,394	53 %	2613	45 %	71,979	44 %
<b>Total</b>	<b>4,545</b>	<b>100 %</b>	<b>5795</b>	<b>100 %</b>	<b>163,288</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 No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					16	1 %	5,604	8 %			26	1 %	1	0 %	503	3 %
Regulation 41 applies					42	2 %	107	0 %			2	0 %	71	34 %	192	1 %
Service provided - unable to determine					120	6 %	6,698	9 %			38	2 %	17	8 %	1,499	9 %
Service provided - not acceptable					144	8 %	9,844	13 %	1	3 %	79	4 %	12	6 %	1,931	12 %
Service provided - acceptable					1538	81 %	48,901	67 %	1	3 %	338	16 %	106	50 %	11,450	72 %
Not Resolved	8	0 %	3,637	5 %												
Resolved	2386	100 %	68,336	95 %												
No Case to Answer									15	48 %	1,081	52 %				
Case to Answer									11	35 %	454	22 %				
Withdrawal					49	3 %	2,080	3 %	3	10 %	52	3 %	4	2 %	426	3 %



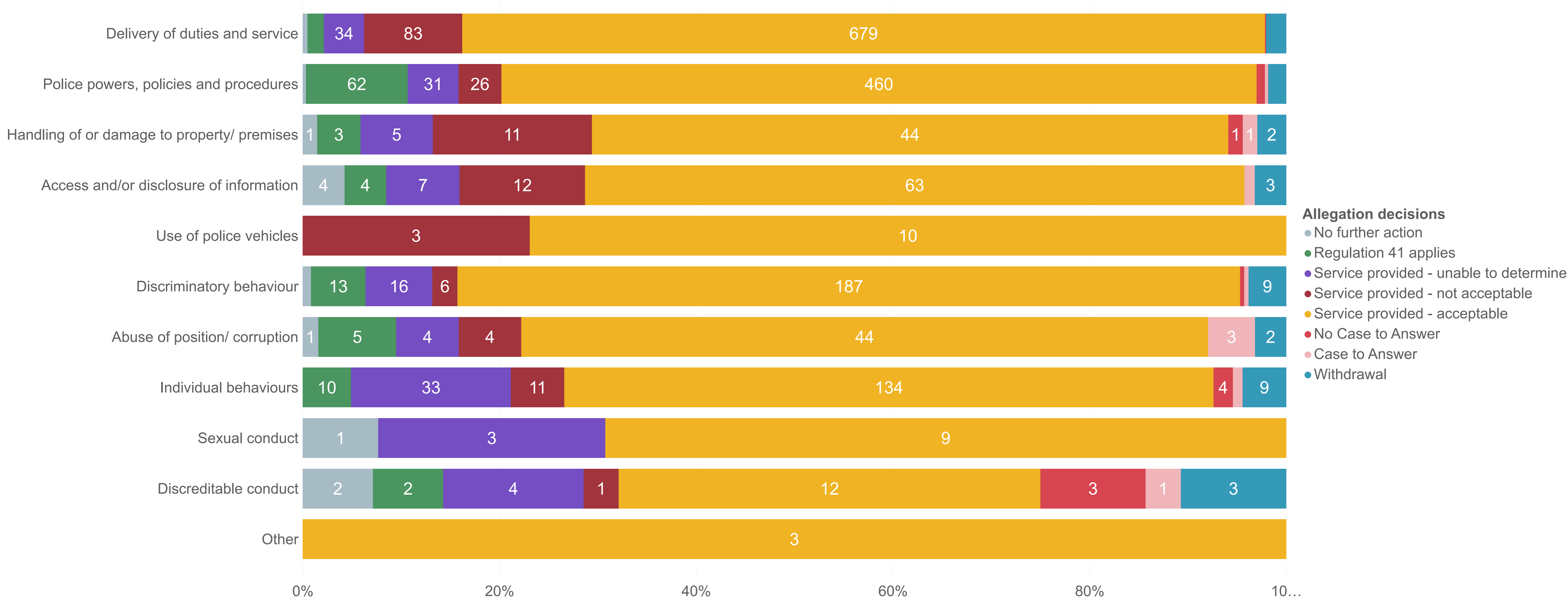
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

**Outside Schedule 3 allegation decisions**

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	1,706	297	121	30	38	0	2	174	0	2	16	2,386
Not Resolved	5	3	0	0	0	0	0	0	0	0	0	8

**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 %	5	0 %	3	0 %	272	0 %
Learning from reflection	17	1 %	42	2 %	49	2 %	1,991	3 %
Policy review	2	0 %	0	0 %	1	0 %	59	0 %
Goodwill gesture	0	0 %	0	0 %	2	0 %	114	0 %
Apology	127	5 %	116	6 %	204	11 %	6,555	9 %
Debrief	8	0 %	17	1 %	24	1 %	545	1 %
Explanation	1,782	74 %	1,531	73 %	1,512	61 %	45,379	63 %
No further action	269	11 %	255	12 %	261	10 %	8,079	11 %
Other action	178	7 %	115	5 %	529	13 %	8,339	12 %



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

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

**All complaint cases handled under Schedule 3**

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	21	1 %	11	1 %	17	1 %	813	1 %
Apology	50	2 %	19	1 %	107	3 %	3,493	4 %
Debrief	4	0 %	11	1 %	347	4 %	2,874	3 %
Explanation	1,596	74 %	1,350	69 %	2,014	64 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	0	0 %	0	0 %	29	0 %
No further action	361	17 %	426	22 %	466	19 %	19,619	21 %
Other action	16	1 %	15	1 %	22	1 %	921	1 %
Learning from reflection	90	4 %	110	6 %	160	6 %	5,009	5 %
Referral to RPRP	4	0 %	9	0 %	26	1 %	1,426	2 %

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

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

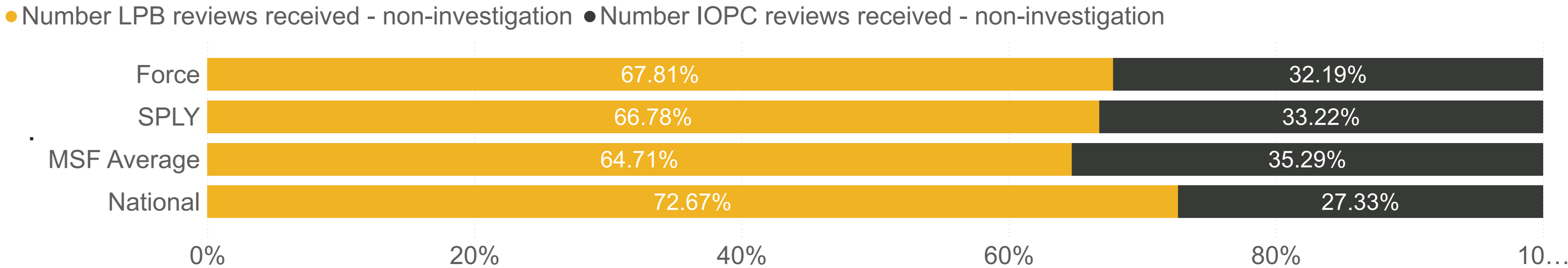
Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	5	16 %	9	29 %	6	12 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	3	10 %	2	6 %	4	10 %	139	7 %
Referral to RPRP	2	6 %	1	3 %	7	12 %	354	17 %



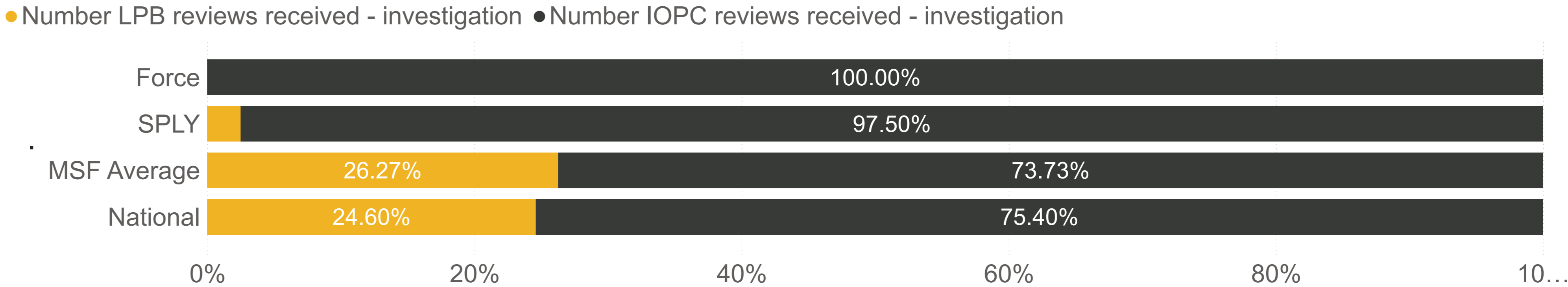
**Section C1: Reviews received and timeliness (Year to date)**

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

Non-investigation reviews received	LPB	IOPC
Force	257	122
SPLY	195	97
MSF Average	117	64
National	3,938	1,481



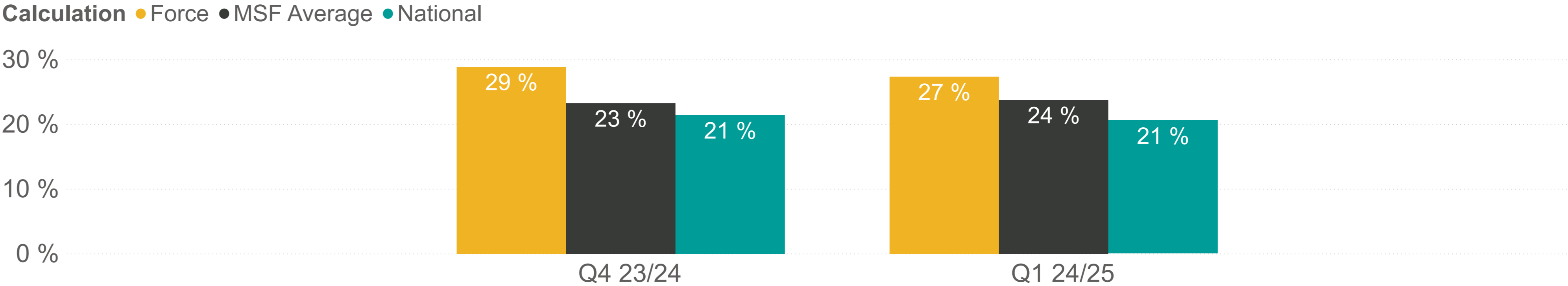
Investigation reviews received	LPB	IOPC
Force	0	35
SPLY	1	39
MSF Average	10	29
National	309	947



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

	Reviews received	Schedule 3 complaints finalised
Force	414	1,344
SPLY	332	1,244
MSF Average	220	1,060
National	6,675	31,687

**Reviews received as a proportion of Schedule 3 cases**



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	18	11	33	48
Average number of working days to complete IOPC reviews	128	115	141	148



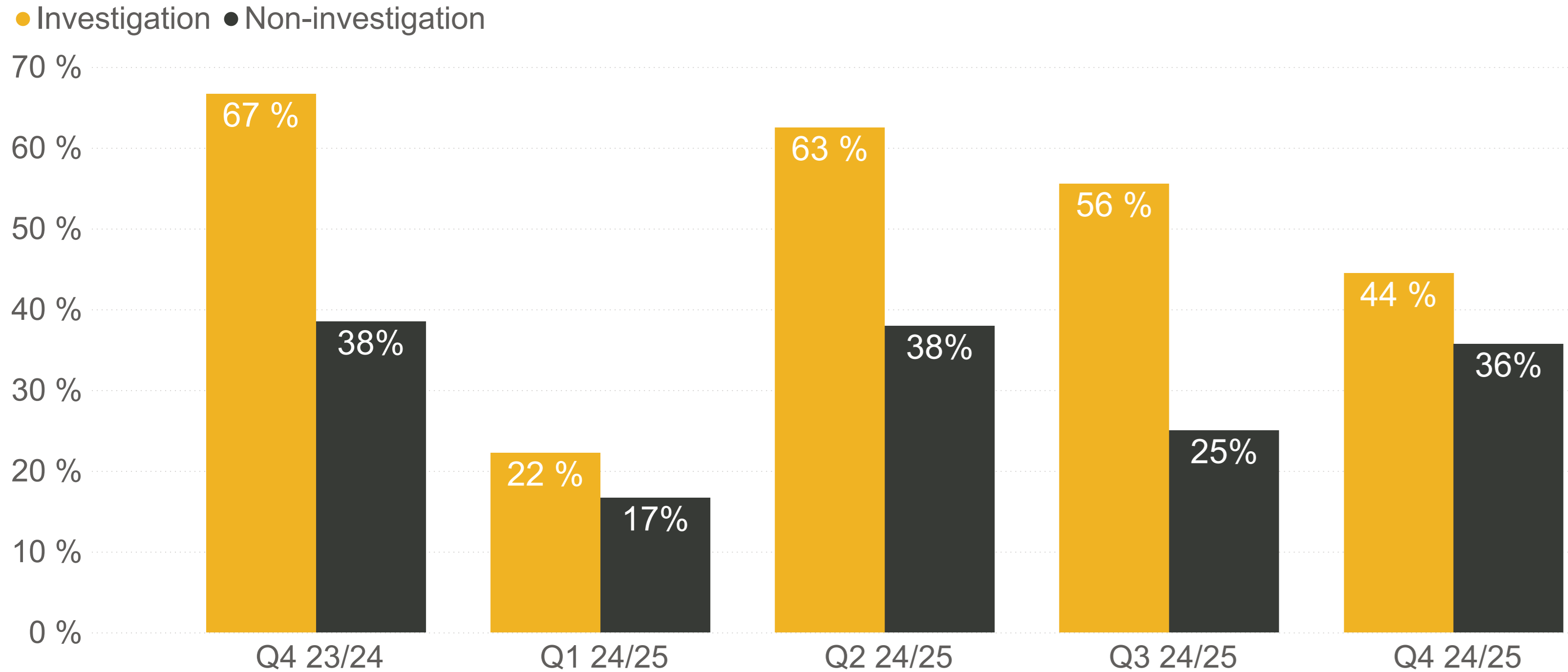
**Section C2: Outcomes on reviews**

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

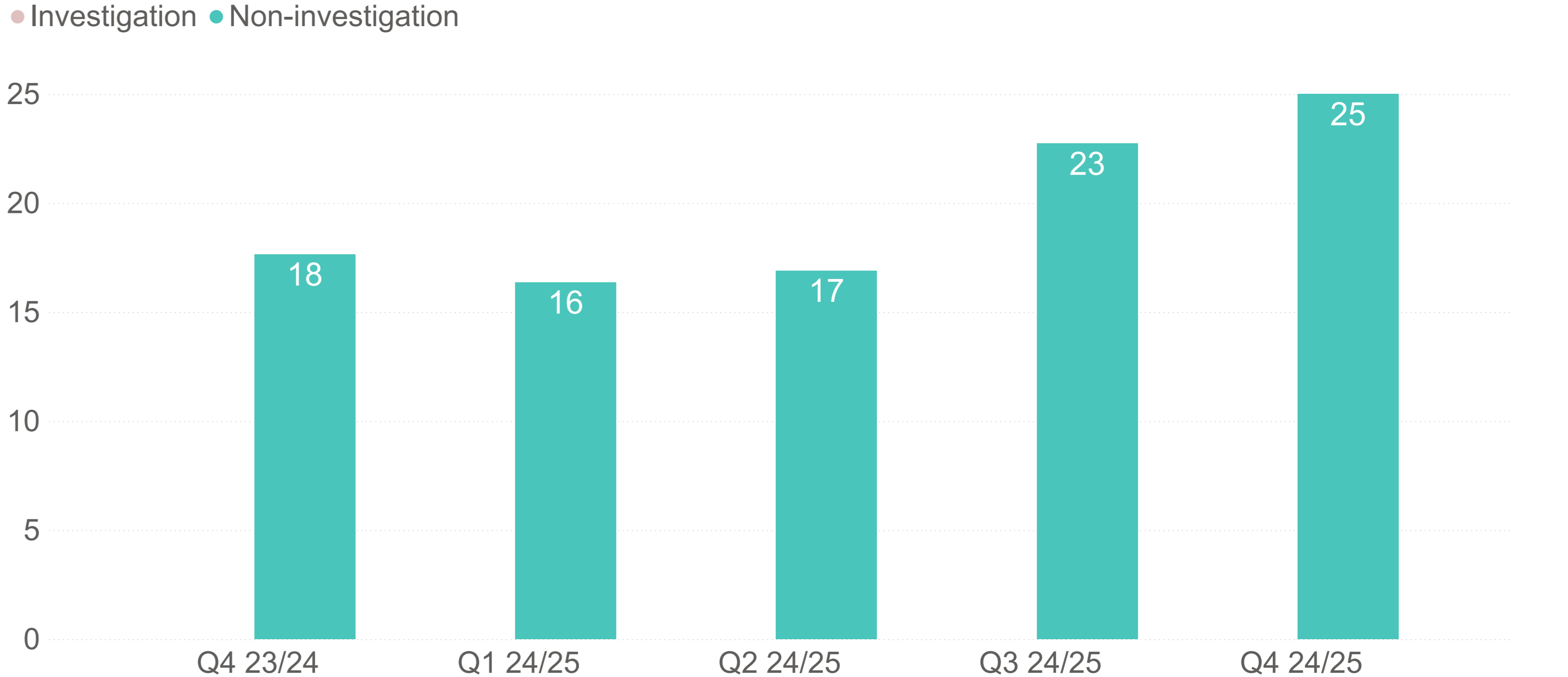
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	44	20	0	
SPLY	34	18	1	
MSF Average	27	8	10	9
National	903	272	284	81

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	99	30	234	47
SPLY	86	34	202	30
MSF Average	48	16	110	28
National	1,112	330	3,747	802

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**





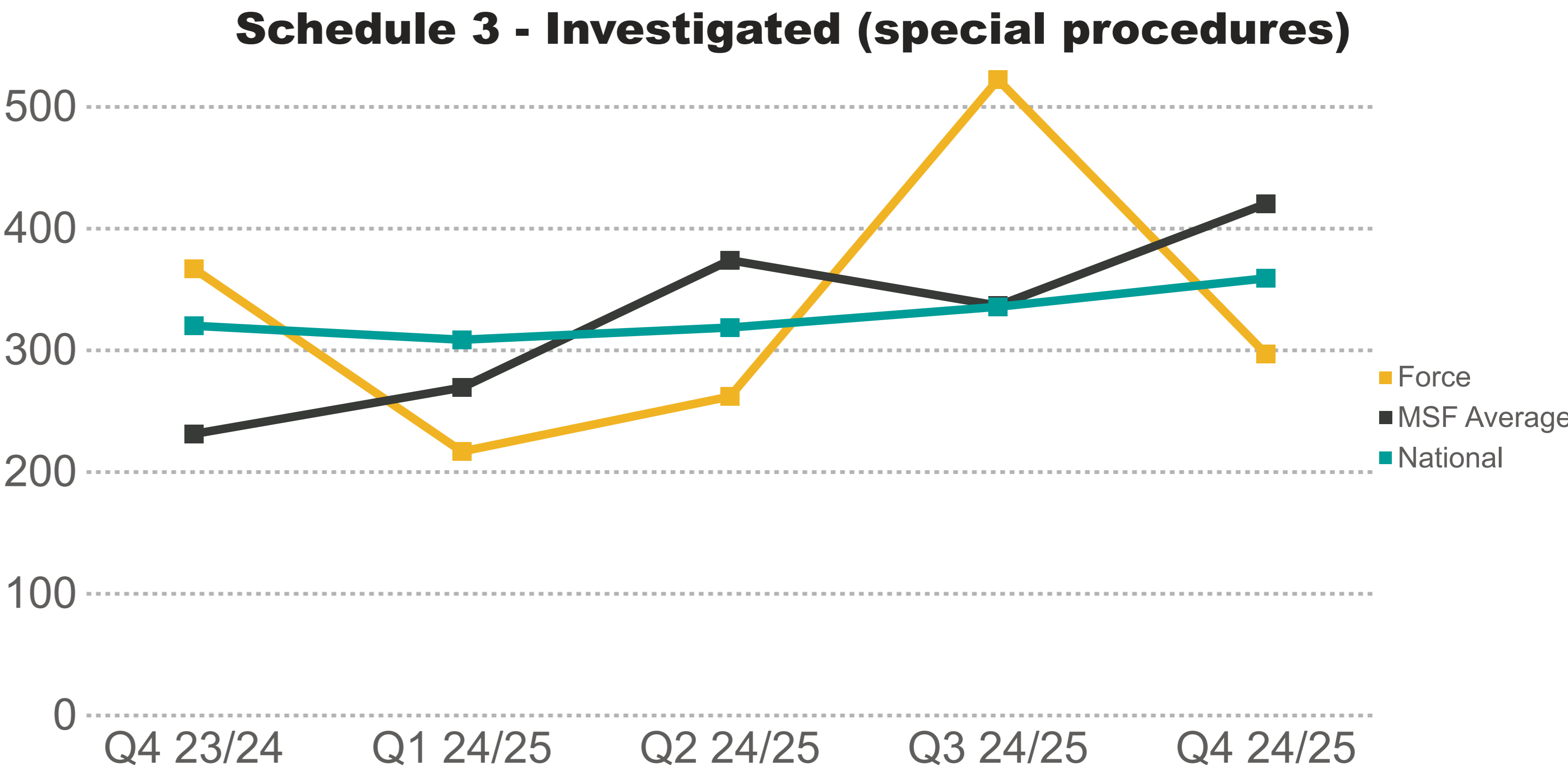
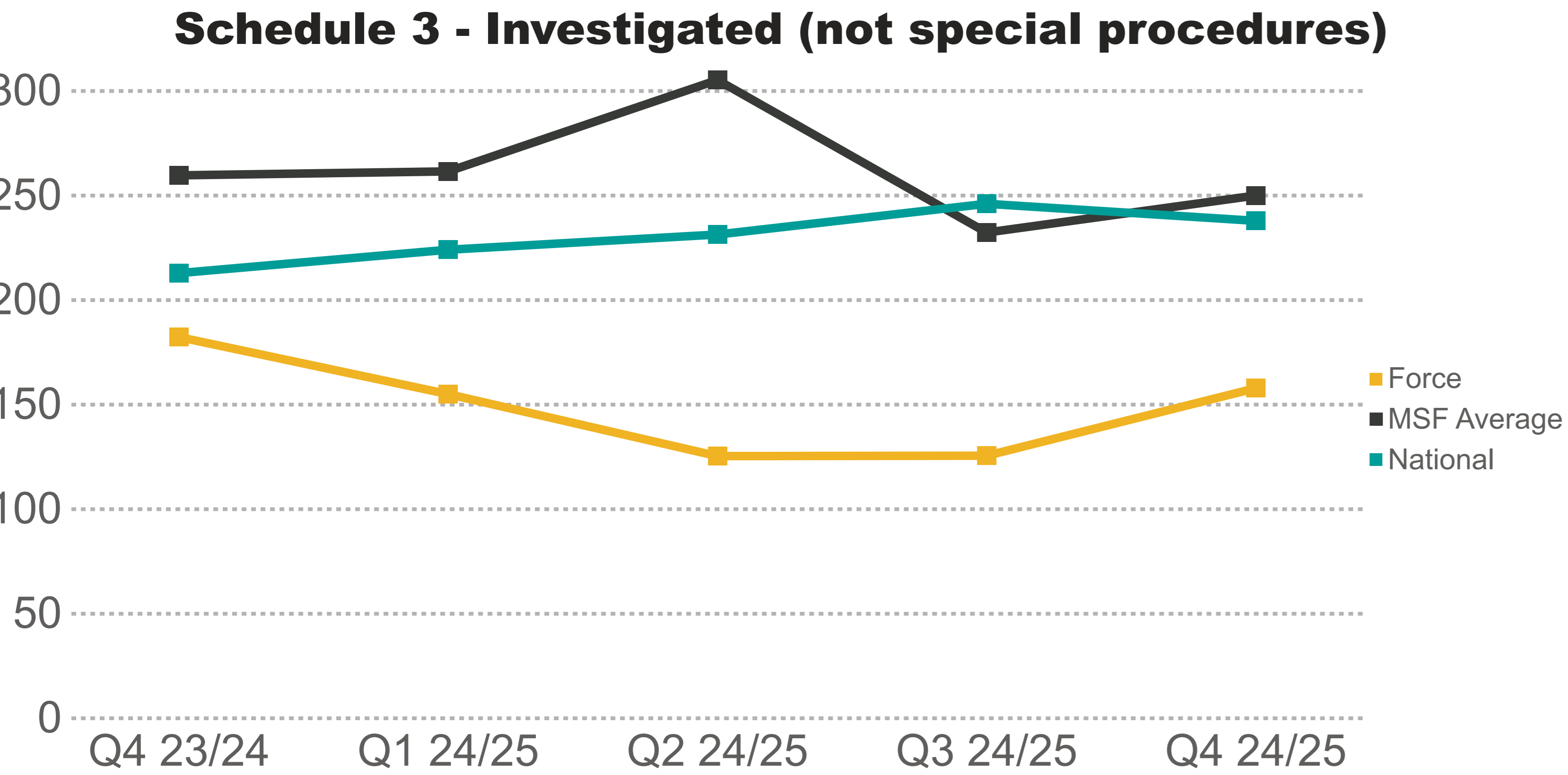
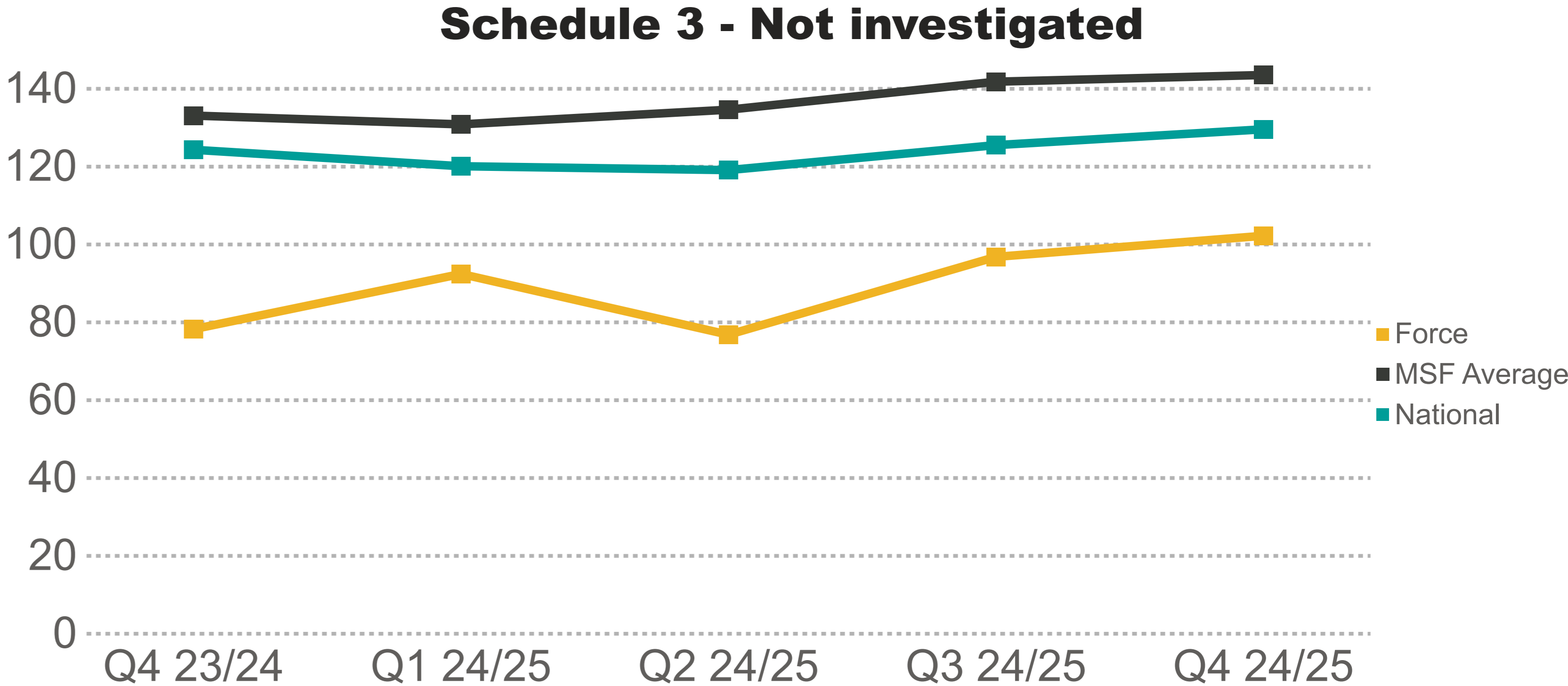
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	339	239	366	329
Under Schedule 3 investigated (not subject to special procedures)	143	182	271	234
Under Schedule 3 - not investigated	92	95	136	124
<b>Total</b>	<b>102</b>	<b>104</b>	<b>159</b>	<b>146</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,178	1,124	881	25,876
Under Schedule 3 investigated (not subject to special procedures)	144	100	162	5,122
Under Schedule 3 investigated (subject to special procedures)	22	20	18	689
<b>Total</b>	<b>1,344</b>	<b>1,244</b>	<b>1,060</b>	<b>31,687</b>



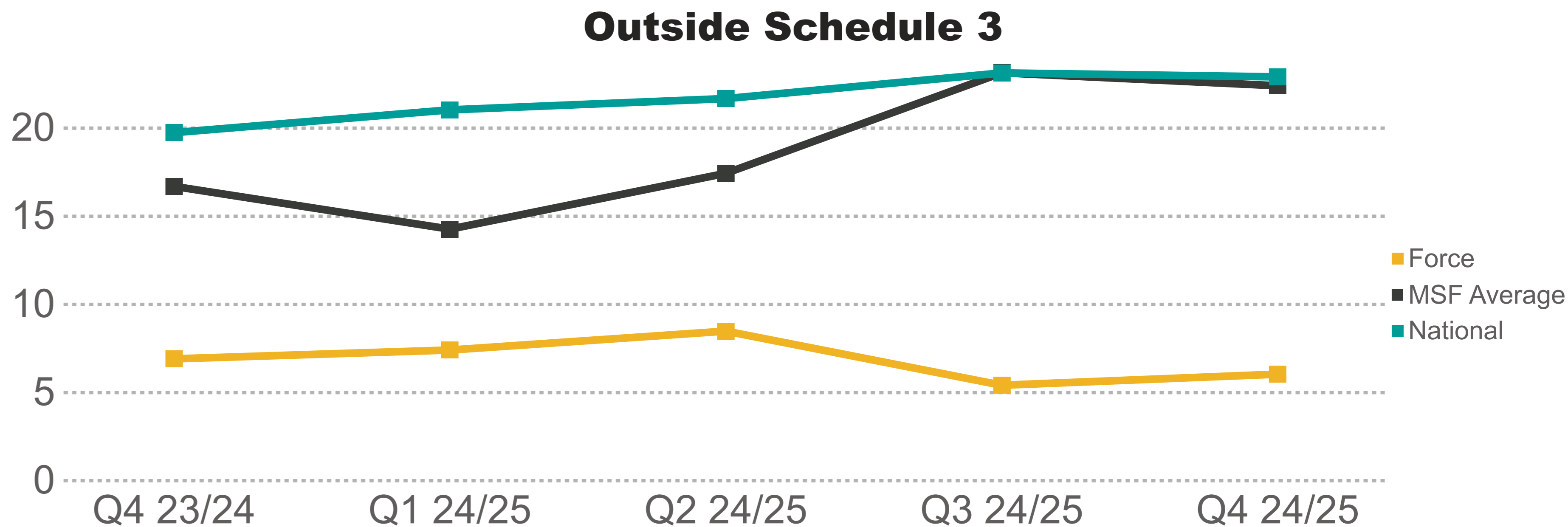


**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

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	2344	2064	2019	60061
Average days to finalise complaint cases handled outside of Schedule 3	7	6	19	22



**Section D3: How complaint cases handled**

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	2,344	64%	2,064	62%	2,019	66%	60,061	65%
Under Schedule 3 - not investigated	1,178	32%	1,124	34%	881	29%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	144	4%	100	3%	162	5%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	22	1%	20	1%	18	1%	689	1%
<b>Total</b>	<b>3,688</b>	<b>100%</b>	<b>3,308</b>	<b>100%</b>	<b>3,079</b>	<b>100%</b>	<b>91,750</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.

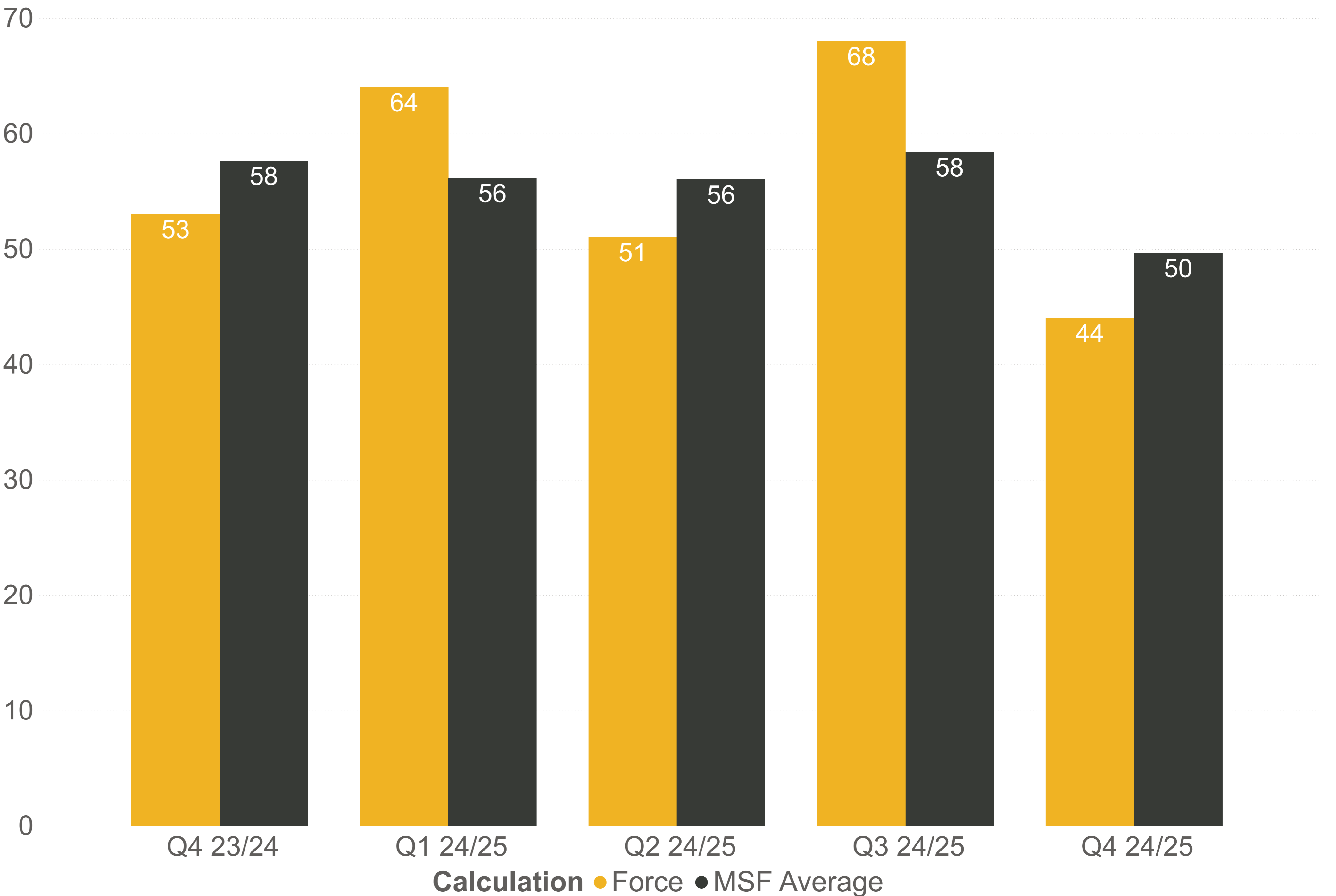
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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**

	<b>Force</b>	<b>SPLY</b>	<b>MSF Average</b>	<b>National</b>
Number referrals received	227	209	220	6,713
Number referrals completed	226	208	221	6,786
Decision: Independent Investigation	20	14	15	351
Decision: Directed Investigation	0	3	2	30
Decision: Local Investigation	124	126	112	3,629
Decision: Return to Force	80	62	90	2,634
Decision: Invalid	2	3	3	141

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Greater Manchester, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Midlands, West Yorksh...

## 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 \(February 2020\)](#).