

Police complaints



Statistics for England and Wales 2014/15

Acknowledgements

The IPCC would like to thank staff from police force professional standards departments across England and Wales and their IT providers for their continued co-operation in supplying police complaints data.



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Introduction

This report presents figures on complaints recorded about the police in England and Wales in 2014/15. These complaints are made by members of the public about the conduct of those serving with the police or about the [direction and control](#) of the police. They are dealt with under the Police Reform Act 2002.

All complaints about the police are recorded by the police force in the first instance. People who are not happy with how their complaint has been handled by the police can appeal. In some instances this appeal is to the IPCC and others are handled by police forces. This report also presents figures on the numbers of appeals and decisions on those.

A number of indicators are included throughout the report. These indicators provide a useful tool that the police and public can use to judge objectively how well complaints are being handled. Unlike data such as the number of complaints recorded, where an increase can be interpreted as either good or bad, the indicators are unambiguous and should therefore support police forces to improve their performance where necessary. The results of each indicator give only limited insight when viewed alone, but together they provide a picture of how the system is performing.

The majority of the data referred to in this report has been recorded on police force IT systems and collected by the IPCC to produce these statistics. We have issued police forces with recording guidance, which sets out how we expect them to record the data we collect from them. Therefore, the consistency of the data we report relies on police forces applying our guidance correctly when recording their data. You can view the IPCC's Guidance on the recording of complaints under the Police Reform Act 2002 on our website: www.ipcc.gov.uk/page/statutory-guidance.

The IPCC publishes bulletins for every police force quarterly on its website: www.ipcc.gov.uk/reports/statistics/police-complaints/police-performance-data. The individual force bulletins give more detail about these indicators and provide comparisons with most similar force groupings.

You can read about the IPCC's work on police complaints in its annual reports on the IPCC website: www.ipcc.gov.uk/page/annual-report-and-plans. These reports set out an overview of the IPCC's own performance with regard to [investigations](#), appeals and complaints it handles.

Findings

Complaint cases recorded

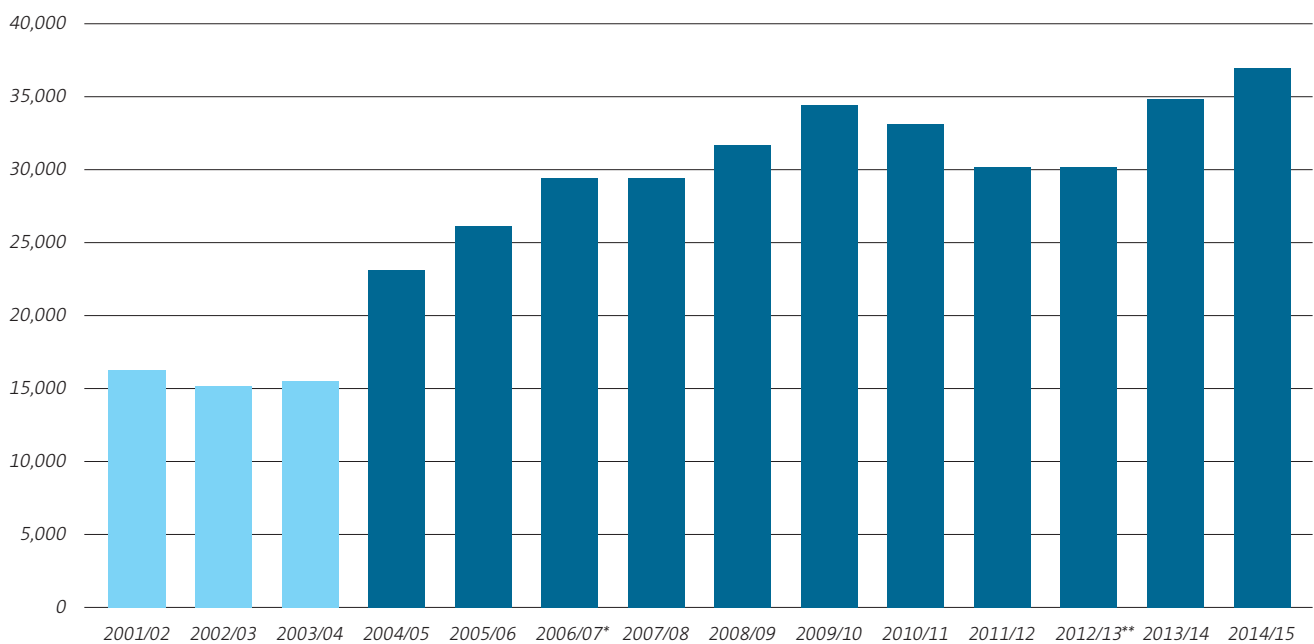
The number of **complaint cases** recorded increased in 2014/15 for the third consecutive year.

- A total of **37,105 complaints were recorded** in 2014/15. This is a 6% increase compared

to 2013/14 and represents a 62% increase since 2004/05 (figure 1 and table 2).

- Nearly two-thirds of police forces (28) saw an increase in the number of complaint cases recorded in 2014/15 when compared to 2013/14 (table 3).

Figure 1. *Complaint cases recorded 2001/02 – 2014/15*



*Figures for British Transport Police are included from this point onwards.

** The definition of a complaint was broadened from this point onwards to include direction and control (applies to complaints received on or after 22 November 2012).

Key indicator: Police forces are expected to record complaints within ten working days¹. Despite the increase in the number of complaints recorded, the majority continue to be recorded within the ten working day standard.

- **80%** of the complaint cases recorded in 2014/15 were recorded within ten working

days. This is the same proportion as in 2013/14.

- Forces varied in their rates for recording complaints in time, from 44% to 99% (table 4). Nine police forces recorded fewer than 80% within ten working days, while seven exceeded 95%.

¹ Information about the initial recording of a complaint can be found in section 3 of the [IPCC's Statutory Guidance \(2015\)](http://www.ipcc.gov.uk/page/statutory-guidance) (www.ipcc.gov.uk/page/statutory-guidance).



- Twenty-six forces reported the same or an improvement in the proportion of complaints recorded on time when compared to 2013/14.

Allegations recorded

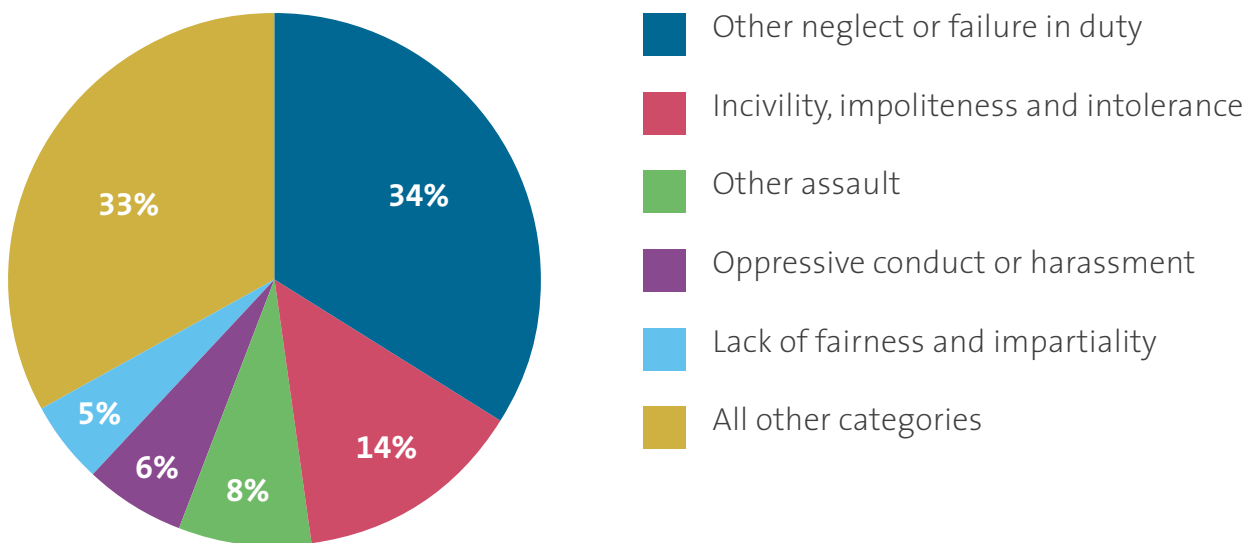
A complaint case may have one or more **allegations** attached to it. For example, a person may allege that a police officer pushed them and that the officer was rude to them. This would be recorded as two separate allegations forming one complaint case².

- In 2014/15, **69,571 allegations were recorded**, an increase of 13% compared to 2013/14 (table 5).

- Each allegation is recorded against one of 27 allegation categories³. The five most commonly recorded allegation categories remain the same as for last year and account for 67% of all the allegations recorded in 2014/15 (figure 2 and table 6).

- The most common allegation category recorded, 'other neglect or failure in duty', accounted for 34% of all allegations recorded. This represents an increase compared to 2013/14, when the same category accounted for 30% of all the allegations recorded.
- Direction and control allegations accounted for 3% of all allegations recorded in 2014/15, compared to 4% in 2013/14⁴.

Figure 2. *Allegations recorded in 2014/15 by category*



² See the [IPCC's Guidance on the recording of complaints under the Police Reform Act 2002](http://www.ipcc.gov.uk/page/statutory-guidance) (www.ipcc.gov.uk/page/statutory-guidance) on the IPCC website.

³ A full list of the allegation categories and definitions of these is available in the [IPCC's Guidance on the recording of complaints under the Police Reform Act 2002](http://www.ipcc.gov.uk/page/statutory-guidance).

⁴ Information about the types of complaints that should be classified as direction and control can be found in section one of the [IPCC's Statutory Guidance \(2015\)](http://www.ipcc.gov.uk/page/statutory-guidance).



An allegation rate per 1,000 police force employees⁵ is used to provide a meaningful comparison of allegations recorded across forces.

- In 2014/15, the allegation rate per 1,000 force employees reflected the increase in the number of allegations recorded. **293 allegations per 1,000 employees were recorded** in 2014/15 compared to 251 in 2013/14 (table 7).
- Allegation rates across police forces varied widely, from 128 to 580 per 1,000 force employees.

Allegations finalised

An allegation can be dealt with in a number of ways. It may be [investigated](#), [withdrawn](#), subject to a [disapplication](#), [dispensation](#) or [discontinuance](#), or dealt with through [local resolution](#). There are also different forms of investigation – for example, the force may investigate a complaint themselves, a local investigation, or the IPCC may set out what a force investigation should look at, referred to as a supervised investigation. For an explanation of the different ways an allegation may be handled, including the different forms of investigation, please see Annex A.

An allegation is considered finalised when the complainant is notified of the outcome of the allegation and any planned action; it does not include any time during which an appeal can be made⁶.

In 2014/15, **62,193 allegations were finalised** (table 8). Investigation continued to be the most common means of dealing with an allegation, although the proportion investigated in 2014/15 decreased slightly, continuing a trend seen in previous years. In contrast, the proportion of allegations locally resolved or not proceeded with increased slightly in 2014/15.

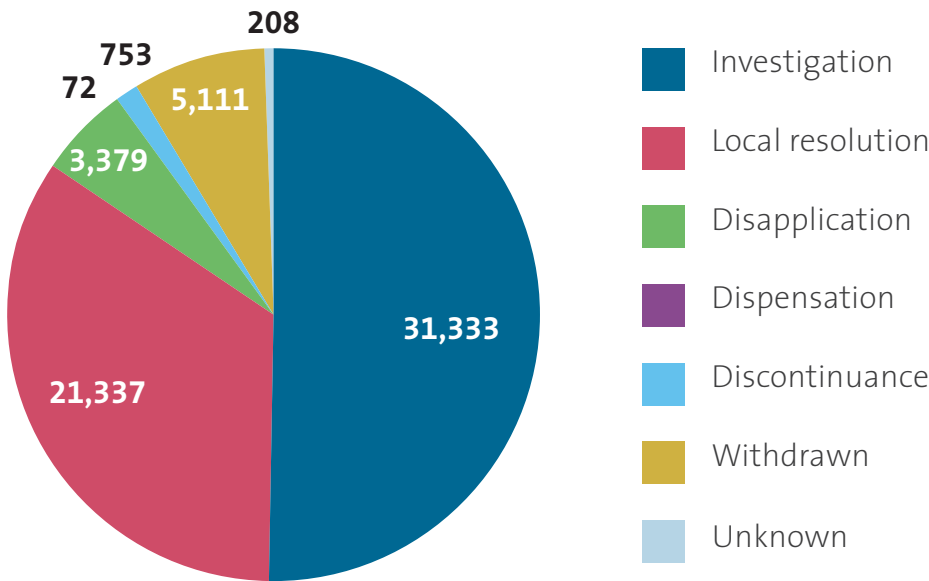
- 50% of the allegations finalised in 2014/15 were investigated compared to 52% in 2013/14.
- The proportion of allegations locally resolved was similar in 2014/15 compared to 2013/14, at 34% compared to 33%.

Allegations not proceeded with

- In 2014/15, 7% of allegations finalised (4,204 allegations) were subject to a dispensation, disapplication or discontinuance (table 8). This compares to 6% in 2013/14.
- This is a reversal of the previous trend that saw a gradual decrease in the proportion of allegations dealt with in these ways since 2011/12.
- The proportion of allegations dealt with in these ways in 2014/15 varied across police forces from 1% to 17%.
- The remaining 8% of allegations finalised in 2014/15 (5,111 allegations) were withdrawn by the complainant (table 8). This is the same proportion as in 2013/14 and 2012/13.
- The proportion of allegations withdrawn varied widely across police forces, from 3% to 29%.

⁵ Force employees' refers to all people employed by a police force who fall within one of these groups: police officers (all ranks, including senior officers), police staff, police community support officers, special constables, traffic wardens and designated officers. Any allegations recorded solely about contracted staff are excluded from the calculation for allegations per 1,000 employees.

⁶ More information about finalising allegations can be found in the [IPCC's Guidance on the recording of complaints under the Police Reform Act 2002](#).

Figure 3. *Allegations finalised in 2014/15 by means*

Key indicators: Overall, in 2014/15, it took on average longer to deal with allegations compared to previous years.

- On average, it took **147 working days to locally investigate an allegation**, more than six months (table 9). This was 12 days longer than the average time taken in 2013/14 (135 working days) and 23 days longer than in 2012/13 and 2011/12.
- Twenty-six police forces took longer to locally investigate allegations in 2014/15 compared to 2013/14.
- In 2014/15, it took on average **66 working days to locally resolve allegations** (table 9), which is nearly two weeks longer than in 2013/14 (57 working days).
- Twenty-nine police forces took longer to locally resolve allegations in 2014/15 than in 2013/14.
- In 2014/15, it took on average 415 working days to deal with an allegation by a supervised investigation (table 9), compared to 286 working days in 2013/14.

Investigation outcomes

On 1 April 2010, the IPCC introduced revised Statutory Guidance that changed the way complaint allegations are handled by an investigation. Allegations on complaint cases recorded on or after this date may be **upheld**; for complaint cases recorded before this date, allegations may be **substantiated**. For an explanation of upheld and substantiated, please see Annex A.

A further revision to the IPCC's Statutory Guidance was issued in May 2015. This followed a legal judgement which ruled that⁷, in certain circumstances, an investigation into a complaint cannot conclude that an allegation is upheld or not upheld⁸. The data in this report was collected before May 2015 and therefore does not reflect this judgement.

- In 2014/15, 31,333 allegations were investigated and **14% of these were upheld**. This is the same proportion as in 2013/14.
- The proportion of allegations upheld varied across police forces, from 7% to 27%.

⁷ R (on the application of Chief Constable of West Yorkshire) v IPCC [2014] EWCA Civ 1367.

⁸ Section 11 of the *IPCC's Statutory Guidance (2015)* provides information about the conclusions that may be reached at the end of an investigation



- Data for allegations dealt with under the old system (that may be substantiated) is no longer collected.

Complaint cases finalised

A complaint case is considered finalised when all action relating to a complaint case has concluded. This includes the time during which an appeal can be lodged and the time involved in dealing with an appeal where one has been made, as well as time for any misconduct and/or criminal proceedings to be concluded⁹.

The number of complaint cases finalised increased in 2014/15 for the second consecutive year.

- A total of **34,003 complaints were finalised** in 2014/15. This is a 13% increase compared to 2013/14.

Key indicator: The average time taken to finalise complaint cases increased in 2014/15 – the first increase in four years.

- It took an average of **110 working days to finalise complaint cases** in 2014/15, nearly two weeks longer than the average time in 2013/14 (101 working days).
- The average time varied across police forces, from 52 to 205 working days.
- Seventeen forces reported the same time or a reduction in their average time compared to 2013/14.

- A complaint can be subject to one or more periods in **sub judice** (see explanation of ‘sub judice’ in Annex A). If the time complaint cases spent in sub judice is discounted, the average time to finalise complaint cases was **102 working days** in 2014/15. This is a nine day increase compared with the average time reported in 2013/14.
- The average time across police forces ranged from 48 to 193 working days.

Appeals

A complainant has the right to appeal about the way in which a police force has handled their complaint. There are different types of appeals, each relating to a different process for dealing with a complaint. An appeal can be made about:

- the decision not to record a complaint
- the outcome of a local resolution process
- the local or supervised investigation into a complaint
- the decision to discontinue a local investigation
- the decision to disapply the requirements under the Police Reform Act 2002; or the outcome of a complaint that has been subject to disapplication¹⁰.

All appeals about the recording of complaints are dealt with by the IPCC. For all other types of appeal, there is a test to determine whether an appeal should be considered by the IPCC or the relevant chief officer¹¹. If any of the following factors apply, the IPCC is the appeal body:

⁹ More information about finalising complaint cases can be found in the [IPCC's Guidance on the recording of complaints under the Police Reform Act 2002](#).

¹⁰ Information about the different appeal rights can be found in section 13 of the [IPCC's Statutory Guidance \(2015\)](#).

¹¹ ‘Chief officer’ is a collective term that refers to the heads of police forces (this means chief constables for all forces except the Metropolitan Police and the City of London Police, which are each headed by a commissioner). Chief officers began dealing with appeals relating to complaint cases received on or after 22 November 2012. More information about the test to determine who should deal with an appeal is set out in section 13 of the [IPCC's Statutory Guidance \(2015\)](#).

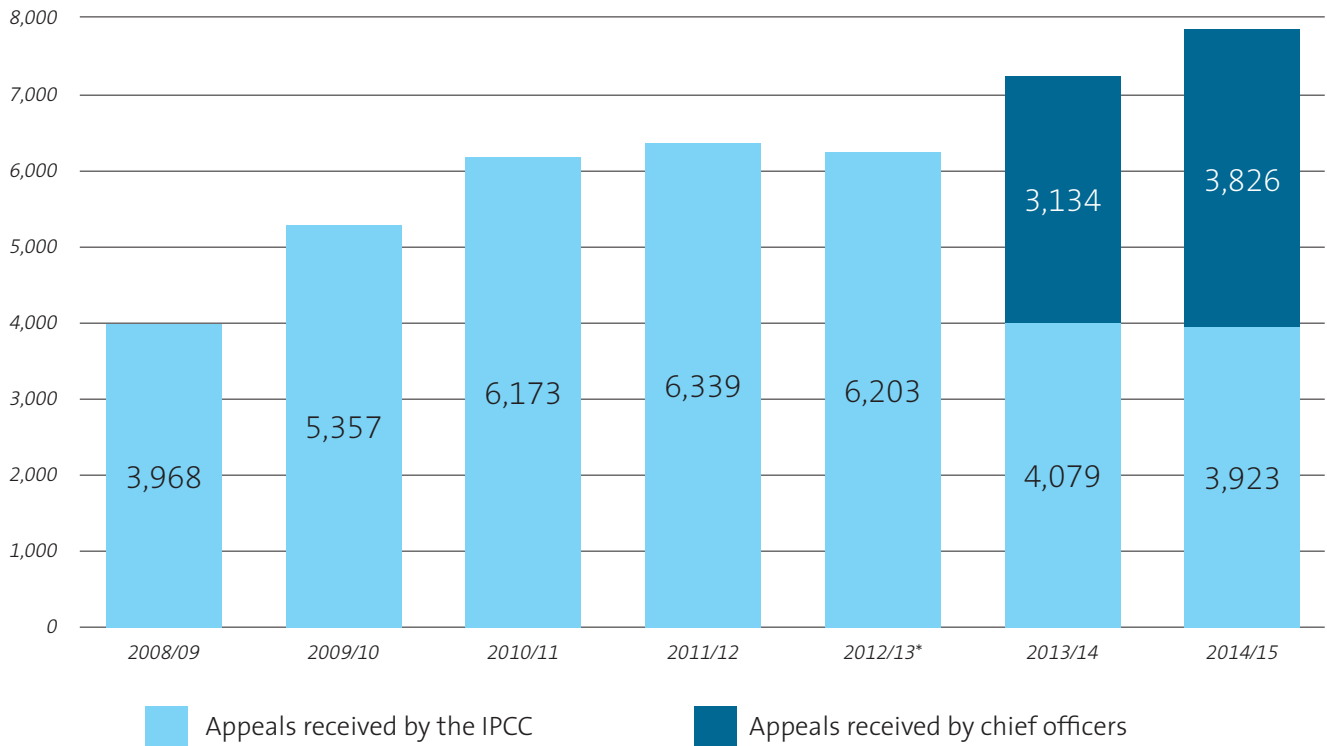


- the complaint the appeal relates to is about a senior officer
- if proved, the complaint would justify criminal and/or misconduct proceedings, or the complaint involves the infringement of a person's right under Article 2 or 3
- the complaint arises from the same incident as a complaint falling within one of the above categories

If the factors above do not apply, the chief officer will handle the appeal.

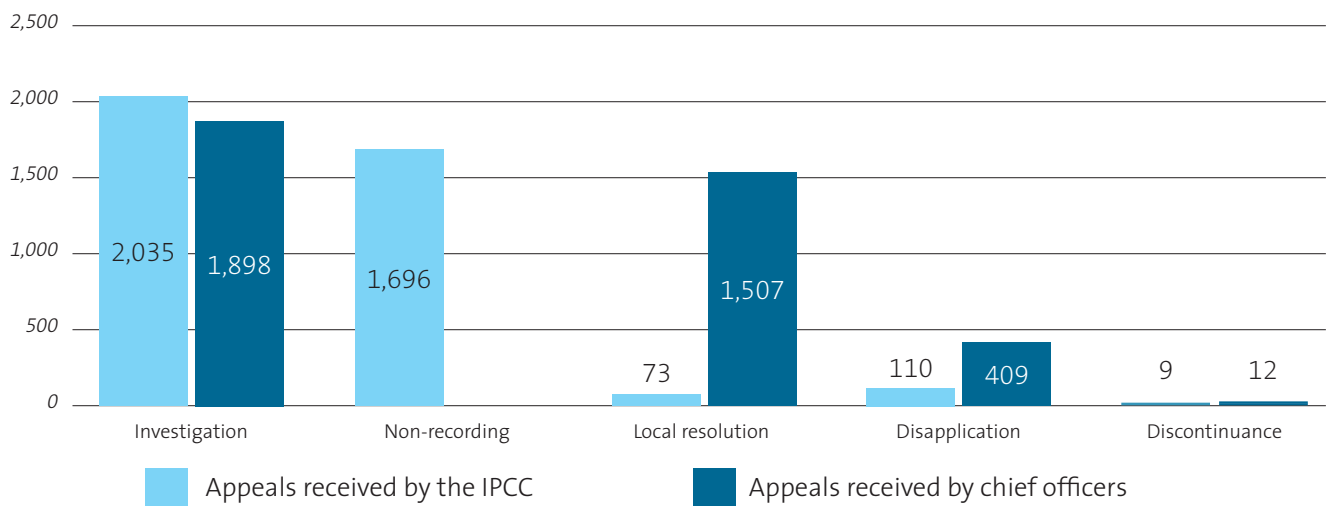
In 2014/15, the number of appeals received across the police complaints system increased again – by 7% compared to the number received in 2013/14.

Figure 4. *Appeals received 2008/09 – 2014/15*



*Data for 2012/13 does not include appeals received by police forces as this data could not be collected. Chief officers only began dealing with appeals on complaint cases received on or after 22 November 2012. Because of the time it takes to deal with complaints to the point when an appeal can be made, it is likely the number of appeals police forces received in 2012/13 is low.

Figure 5. *Appeals received in 2014/15 by appeal body and appeal type*



Appeals to chief officers

In 2014/15, **chief officers received 3,826 appeals** about the way in which their police force handled a complaint (table 12). This represents a 22% increase on the number received in 2013/14.

- Half of the appeals chief officers received were about an investigation into a complaint and 39% were about the outcome of a local resolution process (table 13). These are similar proportions to the numbers received in 2013/14.
- Just over a tenth of appeals (11%) were about complaints that had been subject to a disapplication (table 13).
- The remainder of appeals received by chief officers were about complaints that had been subject to discontinuance (table 13).

Key indicators: In 2014/15, the proportion of investigation and [local resolution appeals](#) upheld by chief officers decreased.

- In 2014/15, **19% of investigation appeals completed by chief officers were upheld**, compared to 22% in 2013/14 (table 12). The upholding rate varied considerably across police forces, from 0% to 67% (table 14).
- **16% of local resolution appeals completed by chief officers were upheld** in 2014/15 (table 12). This compares to 21% upheld in 2013/14. The upholding rate across police forces ranged from 0% to 62% (table 14).
- **7% of disapplication appeals completed by chief officers were upheld** (table 12). Across police forces, the upholding rate varied from 0% to 100% (table 14). However, some caution is needed when comparing police forces because of the sometimes small number of appeals involved.
- In 2014/15, **25% of discontinuance appeals completed by chief officers were upheld**

(table 12). In total, four discontinuance appeals were completed by chief officers, one of which was upheld.

- On average, it took police forces **53 working days to complete appeals**, 12 days longer than the average time in 2013/14. The average time taken across police forces differed considerably, ranging from 11 to 163 working days.

Appeals to the IPCC

In 2014/15, the IPCC received a total of **3,923 appeals** about the handling of a complaint by a police force. This is a 4% decrease compared to the number received in 2013/14 (table 15).

- The number of appeals the IPCC received about an investigation into a complaint decreased by 15% compared to the number received in 2013/14 (table 15). This represented just over half of all the appeals received by the IPCC in 2014/15 (table 16).
- The number of [non-recording appeals](#) the IPCC received increased to 1,696 – 13% more than in 2013/14 (table 15). This is the second consecutive annual increase.
- The number of local resolution appeals the IPCC received continues to decrease – we received 73 of these appeals in 2014/15 compared with 97 in 2013/14 and 372 in 2012/13 (table 15).
- The number of disapplication and discontinuance appeals the IPCC received increased in 2014/15 by 69% and 29% respectively. However, the actual numbers remain low, representing 3% of the total number of appeals received by the IPCC in 2014/15 (table 16).

Key indicators: The proportion of investigation and non-recording appeals upheld by the IPCC decreased in 2014/15 (table 15).



- In 2014/15, **39% of the investigation appeals completed by the IPCC were upheld** (table 15). This is a decrease compared to 2013/14, when 44% of investigation appeals were upheld. The upholding rate varied considerably across police forces, from 14% to 89% (table 17).
- **42% of the non-recording appeals completed by the IPCC were upheld** in 2014/15 (table 15). This compares to 49% in 2013/14 and 57% in 2012/13. The upholding rate for non-recording appeals has been decreasing since 2011/12. In 2014/15, the upholding rate across police forces ranged from 0% to 100% (table 17).
- **64% of the local resolution appeals completed by the IPCC were upheld**, which is the same as the upholding rate in 2013/14 (table 15). Although this percentage is high, the IPCC only dealt with a small proportion of all appeals about local resolution in 2014/15.
- In 2014/15, **20% of the disapplication appeals completed by the IPCC were upheld** (table 15). This is a slight decrease compared to 2013/14 (22%).

Appeals upheld summary

In 2014/15, both the IPCC and chief officers upheld a smaller proportion of appeals overall compared to 2013/14 (tables 12 and 15). The overall upholding rate for appeals completed by the IPCC continued to be more than twice that for appeals completed by chief officers (table 1).

Table 1: *Appeals completed and upheld during 2014/15 by appeal body and appeal type*

Appeal type	IPCC appeals			Force appeals		
	Number valid completed*	Number upheld	% upheld	Number valid completed*	Number upheld	% upheld
Investigation	2,426	951	39%	1,563	302	19%
Local resolution	45	29	64%	1,305	214	16%
Disapplication	97	19	20%	340	24	7%
Non-recording	1,333	557	42%	-	-	-

*Some appeals may be deemed 'invalid' (i.e. there was no right of appeal) and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'.

Grounds for upholding IPCC appeals

The IPCC considers appeals about the handling of complaints against various grounds and can uphold the appeal on one or more of these grounds.

The grounds for upholding investigation appeals are:

- the complainant was not adequately informed about the findings of the investigation and any action to be taken
- in relation to the findings of the investigation
- in connection with the determination(s) in relation to misconduct, gross misconduct or performance
- with regards to the determinations relating to the action to be taken or not as a result of the investigation
- in relation to the determination not to refer the report to the Crown Prosecution Service (CPS).

The grounds for upholding non-recording appeals are:

- the failure of the appropriate authority to make a recording decision in relation to the complaint
- the failure of the appropriate authority receiving the complaint to forward it to the correct appropriate authority
- in relation to the recording decision (when the IPCC determines a complaint that has not been recorded should have been)



An appeal may be upheld on one or more ground. This means that the sum of appeals upheld on each ground will not equal the number of appeals upheld by the IPCC in 2014/15¹².

Of the investigation appeals completed and upheld by the IPCC in 2014/15:

- Most (798, 84%) were upheld in relation to the findings of the investigation. This was the most common ground for upholding an investigation appeal.
- 381 (40%) were upheld in connection with the action to be taken (or not taken) as a result of the investigation.
- More than a third (348, 37%) were upheld on the ground that the complainant was given inadequate information.
- 158 (17%) were upheld in connection with the determination(s) in relation to misconduct, gross misconduct or performance.
- The least common ground on which investigation appeals were upheld was the determination not to make a referral to the CPS, with only 27 appeals upheld on this ground.

Of the non-recording appeals the IPCC completed and upheld in 2014/15:

- Nearly two-thirds (338, 61%) were upheld as a consequence of the recording decision made by the police force. This was the most common ground non-recording appeals were upheld on.
- 267 (48%) were upheld because the appropriate authority had failed to make a recording decision.
- 13 (2%) were upheld because the police force failed to forward the complaint to the correct appropriate authority.

Profile of complainants

- In 2014/15, **37,515 people complained** about the conduct of someone serving with the police or about the direction and control of a police force. This is an increase of 8% when compared to 2013/14 when 34,786 people complained about the police.
- The majority of complainants were men (23,116, 62%). This reflects the trend each year since 2004/05.
- Half of complainants in 2014/15 were White (18,871), which is similar to the trend in previous years. It should be noted that for 38% (14,359) of complainants, their ethnicity was not stated or unknown.
- The most common age groups to complain about the police in 2014/15 were those aged 40 to 49 years (6,847, 18%) and those aged 30 to 39 years (6,019, 16%). The people least likely to complain were aged 17 or under (256, 1%). The age was unknown for 30% of complainants (11,212) in 2014/15.

Profile of subjects

- In 2014/15, **39,957 people serving with the police were subject to a recorded complaint** – an increase of 8% compared to 2013/14 when 37,032 were subject to a recorded complaint.
- The profile of those subject to a recorded complaint about the police has not changed significantly since 2004/05.
- In 2014/15, the majority of people subject to a recorded complaint were police officers (35,445, 88%).
- 72% (28,928) of those subject to a recorded complaint were male and 86% (34,562) were White.

¹² Information about the grounds of appeal can be found in section 13 of the [IPCC's Statutory Guidance \(2015\)](#).

Discussion

A key finding of this report is that for the third consecutive year, the demand placed on the complaints system continues to increase. Members of the public, who were unhappy with their contact with the police, made 37,105 complaints to police forces during 2014/15 – a 6% increase compared to the previous year and the highest number recorded in any year since 2004/05.

The Public Confidence Survey, commissioned by the IPCC, provides a useful insight into public perceptions of the police complaints system. The 2014 survey told us that public satisfaction following contact with the police was falling and that there was a greater willingness to complain about that contact¹³. The findings of this report, particularly the increasing numbers of complaints recorded, suggest that this trend has continued¹⁴. However, the survey again found that young people and those from black and minority ethnic groups were much less likely to complain. The profile of complainants presented in this report continues to reflect that finding. A limitation of these statistics is the high number of complaints where demographic information about the complainant is unknown. It is important the recording of this information is improved so that we can better understand the characteristics of those who complain and those who are underrepresented in the system.

It should also be noted that it is difficult to draw meaningful conclusions about one force's performance compared to another's. There are a number of different elements of the legislation, together with the performance data, that may need consideration together to place meaning on the data.

Timeliness

Given the growing number of complaints recorded, a key consideration is how well the system is able to respond to this increasing demand.

It is noteworthy that forces have continued to increase the number of complaint cases they have finalised by 13% on the previous year. However, the number of active complaint cases has increased. At the end of 2012/13, 14,712 complaints were being locally resolved or investigated by both police forces and the IPCC. This compares to 19,033 at the end of 2014/15, which is over 4,000 more – a 29% increase¹⁵.

As demand on the complaints system increases, it is also taking longer to deal with complaints. Over the last three years a complainant waited, on average, over a month longer for a police force to complete an investigation into their complaint and more than two weeks longer for their complaint to be locally resolved.

¹³ The results of the survey are published in *Public Confidence in the Police Complaints System*, July 2014 (www.ipcc.gov.uk/page/public-confidence).

¹⁴ Trends are compared to the results of the previous public confidence survey in 2011.

¹⁵ Active caseloads are determined using a snapshot of data collected from police forces at the end of each year. Active complaint cases that were older than five years will not be included in these figures – it is assumed that the cases falling into this category will be small in number.



Appeals

Appeals are a key indicator of whether complainants are getting the resolution they seek first time. As in previous years, the number of people appealing about how their complaint has been handled has increased.

Local resolution and appeals

Of interest is the significant variation in the use of local resolution across the complaints system, and the number of appellants expressing dissatisfaction with how the local resolution of their complaint has been handled. Local resolution is designed to quickly resolve the least serious complaints. This process used to be applied only with the consent of the complainant. The Police Reform and Social Responsibility Act 2011 (PRSRA 2011) introduced some changes to local resolution. These included no longer needing to seek consent from the complainant to use the local resolution process in cases where the criteria requiring an investigation are not met.

In addition, the basis for complainants to appeal against local resolution broadened from being about whether processes have been followed to dissatisfaction with the outcome of local resolution.

These changes may have contributed both to the increase in the use of local resolution, and the number of local resolution appeals.

The proportion of allegations finalised by local resolution has increased across the complaints system, from 27% in 2011/12 to 34% in 2014/15. However, this increase appears to be driven by a small number of forces and there is considerable variation in the use of local resolution. The forces using local resolution most often are handling at least 65% of allegations in this way, while those with the lowest rates handle at most 19% of allegations using local resolution.

Police forces themselves now deal with the majority of local resolution appeals. Despite the higher number being received, the proportion of upheld appeals in this category remains low, with police forces upholding about 1 in 6 of the appeals they complete.

Investigation appeals

For the first time since 2009/10, the IPCC reports a welcome reduction in the number of investigation appeals it upheld. However, there remains a significant difference between the proportion of investigation appeals we uphold as opposed to police forces; the IPCC is twice as likely to uphold an investigation appeal compared to forces.

Non-recording appeals

Although the proportion of appeals upheld about the non recording of a complaint continues to fall, there are still a significant number of cases where the IPCC disagrees with the decision taken by a police force about whether a complaint should be recorded. These appeals relate to instances where people have tried to make a complaint, but have had to exercise their right of appeal before being able to access the complaints system. These difficulties with access to the system are unlikely to engender confidence among those groups that already question the fairness of the complaints process.

Statistical note

- In the percentage columns presented in the following tables, '-' denotes no data and '0' denotes less than 0.5%.
- Some percentages may add up to more or less than 100% due to rounding.
- Average times are presented as working days and do not include weekends or Bank Holidays.
- 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 finalised.

Tables

Table 2: *Complaint cases recorded 2001/02 - 2014/15*

	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07*	2007/08	2008/09
Total recorded in year	16,654	15,248	15,885	22,898	26,268	29,322	29,350	31,747
% annual change	-12	-8	4	44	15	12	0	8

	2009/10	2010/11	2011/12	2012/13**	2013/14	2014/15
Total recorded in year	34,310	33,099	30,143	30,365	34,863	37,105
% annual change	8	-4	-9	1	15	6

*Figures for British Transport Police are included from this point onwards.

**The definition of a complaint was broadened from this point onwards to include direction and control (applies to complaints received on or after 22 November 2012).

Table 3: *Complaint cases recorded in 2014/15 and comparison with previous year*

Police force	2013/14	2014/15	% change from 2013/14
Avon and Somerset	1,189	1,322	11
Bedfordshire	353	401	14
British Transport Police	418	396	-5
Cambridgeshire	384	461	20
Cheshire	568	579	2
City of London	234	256	9
Cleveland	454	501	10
Cumbria	328	302	-8
Derbyshire	443	454	2
Devon and Cornwall	1,364	1,515	11
Dorset	391	453	16
Durham	303	314	4
Dyfed-Powys	328	268	-18
Essex	933	1,153	24
Gloucestershire	336	438	30
Greater Manchester	1,536	1,890	23
Gwent	311	398	28
Hampshire	968	926	-4
Hertfordshire	541	568	5
Humberside	541	521	-4
Kent	1,200	1,187	-1
Lancashire	877	1,043	19
Leicestershire	677	846	25
Lincolnshire	510	567	11
Merseyside	695	617	-11
Metropolitan	7,115	6,828	-4
Norfolk	518	449	-13
North Wales	330	473	43
North Yorkshire	544	517	-5
Northamptonshire	444	434	-2
Northumbria	794	1,018	28
Nottinghamshire	960	1,023	7
South Wales	721	864	20
South Yorkshire	459	660	44
Staffordshire	310	516	66
Suffolk	381	328	-14
Surrey	693	546	-21
Sussex	900	943	5
Thames Valley	1,043	1,305	25
Warwickshire	215	200	-7
West Mercia	592	513	-13
West Midlands	1,473	1,145	-22
West Yorkshire	1,000	1,255	26
Wiltshire	489	712	46
Total	34,863	37,105	6

Please note: the figures for City of London also include complaint cases recorded in relation to 'Action Fraud'. Action Fraud is a national service provided by City of London Police, which receives and records allegations and intelligence relating to crimes of fraud.

Table 4: *Complaint cases recorded in time 2011/12 to 2014/15*

Police force	2011/12		2012/13		2013/14		2014/15	
	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days
Avon and Somerset	905	90	896	96	1,189	93	1,322	94
Bedfordshire	229	93	273	96	353	90	401	91
British Transport Police	419	94	331	94	418	94	396	95
Cambridgeshire	354	96	380	96	384	93	461	90
Cheshire	421	92	461	94	568	95	579	99
City of London	108	96	123	89	234	95	256	96
Cleveland	443	86	481	87	454	85	501	91
Cumbria	216	76	271	78	328	74	302	80
Derbyshire	581	58	504	92	443	94	454	91
Devon and Cornwall	1,048	50	1,228	71	1,364	53	1,515	80
Dorset	363	99	361	95	391	97	453	98
Durham	243	71	241	80	303	86	314	90
Dyfed-Powys	287	86	331	91	328	92	268	73
Essex	838	90	913	93	933	92	1,153	92
Gloucestershire	353	96	276	89	336	70	438	95
Greater Manchester	1,021	97	1,204	62	1,536	65	1,890	47
Gwent	330	90	311	86	311	97	398	94
Hampshire	819	83	882	84	968	88	926	92
Hertfordshire	326	90	433	99	541	96	568	92
Humberside	449	90	437	86	541	89	521	77
Kent	742	90	962	94	1,200	92	1,187	94
Lancashire	791	77	772	85	875	80	1,031	82
Leicestershire	451	90	465	88	677	86	846	85
Lincolnshire	490	90	498	91	510	94	567	94
Merseyside	753	84	663	57	695	95	617	98
Metropolitan	6,610	84	6,788	62	7,115	65	6,828	68
Norfolk	498	94	376	98	518	97	449	96
North Wales	298	91	306	95	330	90	473	83
North Yorkshire	496	90	471	87	544	89	517	95
Northamptonshire	376	97	371	99	444	100	434	97
Northumbria	680	88	401	86	794	82	1,018	87
Nottinghamshire	452	88	576	94	960	97	1,023	95
South Wales	640	95	628	90	721	61	864	60
South Yorkshire	419	85	386	86	459	74	660	80
Staffordshire	368	92	350	87	310	79	516	89
Suffolk	261	78	258	95	381	98	328	96
Surrey	648	95	666	95	693	91	546	84
Sussex	706	63	750	62	900	67	943	69
Thames Valley	1,045	93	954	90	1,043	95	1,305	95
Warwickshire	193	95	174	92	215	67	200	84
West Mercia	693	95	674	96	592	74	513	76
West Midlands	1,536	80	1,335	74	1,473	66	1,145	44
West Yorkshire	819	96	806	97	1,000	94	1,255	80
Wiltshire	421	96	397	93	489	65	712	46
Total	30,139	86	30,364	81	34,861	80	37,093	80

The IPCC expects police forces to record complaints as soon as possible and within ten working days.

*The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for % recorded complaint cases within ten working days. Therefore they may not match the actual number of recorded complaint cases presented in table 3.

Table 5: *Number of allegations recorded in 2014/15 and comparison with previous year*

Police force	Number of allegations 2013/14	Number of allegations 2014/15	Change in number of allegations	% change from 2013/14 to 2014/15
Avon and Somerset	2,080	2,538	458	22
Bedfordshire	751	925	174	23
British Transport Police	762	743	-19	-2
Cambridgeshire	750	995	245	33
Cheshire	1,288	1,268	-20	-2
City of London	270	313	43	16
Cleveland	887	714	-173	-20
Cumbria	482	519	37	8
Derbyshire	803	900	97	12
Devon and Cornwall	2,276	2,582	306	13
Dorset	596	660	64	11
Durham	463	603	140	30
Dyfed-Powys	598	619	21	4
Essex	1,459	1,796	337	23
Gloucestershire	448	671	223	50
Greater Manchester	3,155	4,213	1,058	34
Gwent	783	1,067	284	36
Hampshire	1,819	1,605	-214	-12
Hertfordshire	1,283	1,351	68	5
Humberside	923	1,072	149	16
Kent	1,533	1,697	164	11
Lancashire	1,623	1,878	255	16
Leicestershire	1,194	1,580	386	32
Lincolnshire	728	1,060	332	46
Merseyside	2,189	1,949	-240	-11
Metropolitan	11,542	12,148	606	5
Norfolk	867	891	24	3
North Wales	690	1,040	350	51
North Yorkshire	951	996	45	5
Northamptonshire	609	920	311	51
Northumbria	1,501	2,399	898	60
Nottinghamshire	1,592	1,759	167	10
South Wales	1,179	1,417	238	20
South Yorkshire	988	1,412	424	43
Staffordshire	536	1,154	618	115
Suffolk	566	648	82	14
Surrey	1,623	1,690	67	4
Sussex	1,248	1,286	38	3
Thames Valley	1,699	2,076	377	22
Warwickshire	405	268	-137	-34
West Mercia	770	835	65	8
West Midlands	3,377	2,502	-875	-26
West Yorkshire	1,707	1,897	190	11
Wiltshire	701	915	214	31
Total	61,694	69,571	7,877	13

Please note: the figures for City of London also include allegations recorded in relation to 'Action Fraud'. Action Fraud is a national service provided by City of London Police, which receives and records allegations and intelligence about crimes of fraud. Complaints about this service are usually recorded against one of the direction and control allegation categories.

Table 6: *Nature of allegations recorded in 2014/15*

Allegation groupings	Allegation category	N	%
Oppressive behaviour	Serious non-sexual assault	405	1
	Sexual assault	150	0
	Other assault	5,829	8
	Oppressive conduct or harassment	4,136	6
	Unlawful/unnecessary arrest or detention	3,087	4
Malpractice	Irregularity in relation to evidence/perjury	1,322	2
	Corruption or malpractice	754	1
	Mishandling of property	2,078	3
Breach of PACE	Breach of Code A PACE on stop and search	463	1
	Breach of Code B PACE on searching of premises and seizure of property	1,586	2
	Breach of Code C PACE on detention, treatment and questioning	3,082	4
	Breach of Code D PACE on identification procedures	27	0
	Breach of Code E PACE on tape recording	27	0
	Unspecified breaches of PACE which cannot be allocated to a specific code	95	0
Lack of fairness and impartiality	Lack of fairness and impartiality	3,701	5
Discriminatory behaviour	Discriminatory behaviour	1,624	2
Other neglect of duty	Other neglect or failure in duty	23,361	34
Incivility	Incivility, impoliteness and intolerance	9,591	14
Traffic	Traffic irregularity	658	1
Other	Other irregularity in procedure	2,736	4
	Improper access and/or disclosure of information	1,562	2
	Other sexual conduct	89	0
	Other	1,771	3
Direction and control	General policing standards	365	1
	Operational management decisions	262	0
	Operational policing policies	392	1
	Organisational decisions	418	1
Total		69,571	100

Table 7: Number of allegations recorded per 1,000 employees in 2014/15

Police force	Allegations recorded against employees only	Number of employees*	Allegations per 1,000 employees
Avon and Somerset	2,524	5,511	458
Bedfordshire	914	2,083	439
British Transport Police	743	4,959	150
Cambridgeshire	979	2,602	376
Cheshire	1,241	3,676	338
City of London	157	1,228	128
Cleveland	678	1,815	374
Cumbria	497	2,000	249
Derbyshire	870	3,233	269
Devon and Cornwall	2,431	5,789	420
Dorset	657	2,480	265
Durham	576	2,324	248
Dyfed-Powys	602	2,069	291
Essex	1,782	5,694	313
Gloucestershire	663	2,056	322
Greater Manchester	4,201	11,958	351
Gwent	1,033	2,331	443
Hampshire	1,573	5,943	265
Hertfordshire	1,339	3,851	348
Humberside	1,065	3,848	277
Kent	1,614	6,006	269
Lancashire	1,827	5,514	331
Leicestershire	1,550	3,851	402
Lincolnshire	1,032	1,780	580
Merseyside	1,898	6,519	291
Metropolitan	12,044	49,604	243
Norfolk	880	3,086	285
North Wales	997	2,739	364
North Yorkshire	955	2,703	353
Northamptonshire	903	2,538	356
Northumbria	2,382	5,709	417
Nottinghamshire	1,710	4,139	413
South Wales	1,314	5,121	257
South Yorkshire	1,380	5,435	254
Staffordshire	1,125	3,546	317
Suffolk	637	2,481	257
Surrey	1,680	4,112	409
Sussex	1,240	5,470	227
Thames Valley	2,068	8,262	250
Warwickshire	262	1,736	151
West Mercia	812	3,929	207
West Midlands	2,436	11,293	216
West Yorkshire	1,881	8,792	214
Wiltshire	880	2,296	383
Total	68,032	232,111	293

This table excludes contracted staff and the allegations made solely against contracted staff. It also excludes direction and control allegations as no subject is recorded on direction and control allegations.

* 'Number of employees' is taken from the Home Office publication *Police Workforce, England and Wales, 31 March 2014*.

Table 8: Means by which allegations were finalised in 2014/15

Police force	Investigation		Withdrawn		Disapplication		Dispensation		Discontinuance		Local resolution		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Avon and Somerset	1,024	50	67	3	96	5	1	0	15	1	832	41	0	0	2,035
Bedfordshire	174	22	43	5	35	4	0	0	1	0	556	69	0	0	809
British Transport Police	561	78	47	7	0	0	10	1	0	0	97	14	0	0	715
Cambridgeshire	329	35	49	5	7	1	0	0	12	1	539	58	0	0	936
Cheshire	564	46	90	7	16	1	0	0	25	2	526	43	0	0	1,221
City of London	86	38	7	3	5	2	0	0	4	2	124	55	0	0	226
Cleveland	383	44	51	6	47	5	6	1	14	2	363	42	0	0	864
Cumbria	243	50	15	3	35	7	0	0	1	0	192	40	0	0	486
Derbyshire	470	56	55	7	20	2	0	0	30	4	264	31	0	0	839
Devon and Cornwall	1,054	44	230	10	128	5	13	1	18	1	937	39	0	0	2,380
Dorset	255	40	58	9	41	6	1	0	9	1	271	43	0	0	635
Durham	304	52	38	6	15	3	5	1	0	0	223	38	0	0	585
Dyfed-Powys	320	52	100	16	97	16	0	0	7	1	91	15	0	0	615
Essex	651	44	202	14	96	7	5	0	6	0	503	34	0	0	1,463
Gloucestershire	77	14	39	7	64	11	1	0	10	2	378	66	0	0	569
Greater Manchester	549	16	241	7	194	6	0	0	57	2	2,201	64	200	6	3,442
Gwent	393	49	90	11	39	5	0	0	3	0	276	34	0	0	801
Hampshire	1,030	66	101	6	24	2	2	0	1	0	403	26	0	0	1,561
Hertfordshire	319	26	107	9	82	7	0	0	4	0	727	59	0	0	1,239
Humberside	47	9	102	19	65	12	0	0	0	0	316	60	0	0	530
Kent	927	60	218	14	29	2	0	0	5	0	359	23	0	0	1,538
Lancashire	96	5	273	15	84	5	0	0	11	1	1,315	74	3	0	1,782
Leicestershire	383	35	204	19	24	2	0	0	3	0	472	43	0	0	1,086
Lincolnshire	586	59	89	9	19	2	0	0	1	0	306	31	0	0	1,001
Merseyside	1,284	74	52	3	92	5	0	0	18	1	293	17	0	0	1,739
Metropolitan	8,527	74	710	6	876	8	14	0	35	0	1,298	11	2	0	11,462
Norfolk	429	58	41	6	61	8	0	0	14	2	198	27	0	0	743
North Wales	400	47	95	11	64	8	0	0	2	0	292	34	0	0	853
North Yorkshire	221	23	48	5	72	7	0	0	2	0	634	65	0	0	977
Northamptonshire	646	70	55	6	13	1	0	0	36	4	174	19	0	0	924
Northumbria	1,260	56	258	11	202	9	0	0	2	0	524	23	3	0	2,249
Nottinghamshire	274	16	154	9	91	5	0	0	8	0	1,155	69	0	0	1,682
South Wales	428	42	296	29	80	8	2	0	25	2	200	19	0	0	1,031
South Yorkshire	382	37	58	6	76	7	0	0	12	1	496	48	0	0	1,024
Staffordshire	634	64	108	11	9	1	0	0	0	0	239	24	0	0	990
Suffolk	369	62	23	4	21	4	0	0	17	3	162	27	0	0	592
Surrey	1,114	61	90	5	43	2	0	0	184	10	381	21	0	0	1,812
Sussex	81	7	91	8	143	12	5	0	2	0	870	73	0	0	1,192
Thames Valley	990	53	77	4	56	3	4	0	67	4	685	36	0	0	1,879
Warwickshire	163	57	28	10	10	4	0	0	7	2	77	27	0	0	285
West Mercia	359	61	48	8	24	4	2	0	18	3	138	23	0	0	589
West Midlands	1,676	71	182	8	95	4	0	0	18	1	403	17	0	0	2,374
West Yorkshire	1,055	62	119	7	54	3	1	0	22	1	443	26	0	0	1,694
Wiltshire	216	29	62	8	35	5	0	0	27	4	404	54	0	0	744
Total	31,333	50	5,111	8	3,379	5	72	0	753	1	21,337	34	208	0	62,193

Table 9: Time taken to finalise allegations in 2014/15

Police force	Local resolution		Local investigation		Supervised investigation	
	Average number of days to finalise allegations	Number of allegations used in calculation*	Average number of days to finalise allegations	Number of allegations used in calculation*	Average number of days to finalise allegations	Number of allegations used in calculation*
Avon and Somerset	35	819	100	1,024	0	0
Bedfordshire	84	556	157	172	253	1
British Transport Police	44	97	102	556	138	5
Cambridgeshire	73	539	113	328	0	0
Cheshire	59	526	119	564	0	0
City of London	27	124	131	86	0	0
Cleveland	47	361	188	383	0	0
Cumbria	41	192	125	243	0	0
Derbyshire	46	264	112	470	0	0
Devon and Cornwall	55	932	181	1,041	427	13
Dorset	33	271	121	255	0	0
Durham	62	223	136	304	0	0
Dyfed-Powys	96	91	184	320	0	0
Essex	54	488	152	630	416	18
Gloucestershire	63	378	151	76	287	1
Greater Manchester	100	2,169	155	524	0	0
Gwent	59	276	184	388	808	2
Hampshire	73	403	107	989	313	41
Hertfordshire	75	727	221	319	0	0
Humberside	77	316	190	47	0	0
Kent	69	358	151	925	204	2
Lancashire	76	1,094	189	87	0	0
Leicestershire	65	470	241	378	258	5
Lincolnshire	60	305	114	586	0	0
Merseyside	56	292	160	1,284	0	0
Metropolitan	61	1,215	117	5,973	361	17
Norfolk	57	198	76	429	0	0
North Wales	61	292	192	396	157	4
North Yorkshire	52	634	175	221	0	0
Northamptonshire	49	174	106	645	266	1
Northumbria	62	524	149	1,258	0	0
Nottinghamshire	68	1,152	206	260	573	14
South Wales	80	193	229	421	0	0
South Yorkshire	52	496	160	380	0	0
Staffordshire	56	239	129	632	264	2
Suffolk	57	162	112	369	0	0
Surrey	79	381	181	1,114	0	0
Sussex	59	865	323	79	150	2
Thames Valley	59	685	128	987	0	0
Warwickshire	110	77	166	163	0	0
West Mercia	74	138	147	359	0	0
West Midlands	96	401	253	1,655	333	19
West Yorkshire	41	442	117	1,050	423	5
Wiltshire	78	404	184	183	668	33
Total	66	20,943	147	28,553	415	185

*The number of allegations presented in this table are only those with valid dates that are used in the calculation for the average number of days to finalise allegations. Therefore, they may not match the actual number of finalised allegations presented in Table 8.

Table 10: *Outcomes of allegations finalised by investigation in 2014/15 (post-April 2010)*

Police force	Not upheld		Upheld		Total investigated (post-April 2010)
	N	%	N	%	N
Avon and Somerset	817	80	207	20	1,024
Bedfordshire	152	87	22	13	174
British Transport Police	475	85	86	15	561
Cambridgeshire	269	82	60	18	329
Cheshire	477	85	87	15	564
City of London	73	85	13	15	86
Cleveland	310	81	73	19	383
Cumbria	218	90	25	10	243
Derbyshire	407	87	63	13	470
Devon and Cornwall	892	85	162	15	1,054
Dorset	216	85	39	15	255
Durham	238	78	66	22	304
Dyfed-Powys	263	82	57	18	320
Essex	484	74	167	26	651
Gloucestershire	66	86	11	14	77
Greater Manchester	506	92	43	8	549
Gwent	323	82	70	18	393
Hampshire	854	83	176	17	1,030
Hertfordshire	279	87	40	13	319
Humberside	41	87	6	13	47
Kent	744	80	183	20	927
Lancashire	71	74	25	26	96
Leicestershire	293	77	90	23	383
Lincolnshire	499	85	87	15	586
Merseyside	1,146	89	138	11	1,284
Metropolitan	7,523	88	1,004	12	8,527
Norfolk	370	86	59	14	429
North Wales	335	84	65	16	400
North Yorkshire	184	83	37	17	221
Northamptonshire	540	84	106	16	646
Northumbria	1,101	87	159	13	1,260
Nottinghamshire	199	73	75	27	274
South Wales	379	89	49	11	428
South Yorkshire	355	93	27	7	382
Staffordshire	544	86	90	14	634
Suffolk	306	83	63	17	369
Surrey	916	82	198	18	1,114
Sussex	63	78	18	22	81
Thames Valley	862	87	128	13	990
Warwickshire	149	91	14	9	163
West Mercia	317	88	42	12	359
West Midlands	1,435	86	241	14	1,676
West Yorkshire	931	88	124	12	1,055
Wiltshire	188	87	28	13	216
Total	26,810	86	4,523	14	31,333

A legal judgement made in 2014/15 ruled that, in certain circumstances, an investigation into a complaint cannot conclude that an allegation is upheld or not upheld. The IPCC issued revised Statutory Guidance to reflect this judgement in May 2015. The data in this report was collected before this date and therefore does not reflect the judgement.

Data for allegations investigated under the old system (pre-April 2010), which will be substantiated or unsubstantiated, is no longer collected.

Table 11: *Time taken to finalise complaint cases in 2014/15*

Police force	Number of complaint cases finalised*	Average number of days to finalise complaint cases (NOT inc sub judge)	Average number of days to finalise complaint cases (inc sub judge)
Avon and Somerset	1,015	60	60
Bedfordshire	344	97	104
British Transport Police	443	98	112
Cambridgeshire	430	92	99
Cheshire	582	84	93
City of London	192	48	52
Cleveland	530	76	91
Cumbria	301	80	95
Derbyshire	466	109	109
Devon and Cornwall	1,530	104	113
Dorset	428	56	67
Durham	290	74	84
Dyfed-Powys	298	132	144
Essex	838	131	134
Gloucestershire	359	98	106
Greater Manchester	1,710	112	113
Gwent	345	129	138
Hampshire	969	98	101
Hertfordshire	503	91	106
Humberside	345	83	94
Kent	1,130	112	116
Lancashire	1,124	96	102
Leicestershire	455	133	137
Lincolnshire	557	87	90
Merseyside	609	105	115
Metropolitan	5,939	102	110
Norfolk	428	97	106
North Wales	405	93	101
North Yorkshire	533	79	88
Northamptonshire	433	67	83
Northumbria	983	122	124
Nottinghamshire	968	99	104
South Wales	719	129	131
South Yorkshire	592	96	105
Staffordshire	455	70	80
Suffolk	351	99	104
Surrey	650	107	136
Sussex	961	91	101
Thames Valley	1,118	102	110
Warwickshire	201	135	140
West Mercia	461	132	154
West Midlands	1,234	193	205
West Yorkshire	1,091	71	82
Wiltshire	543	83	87
Total	33,858	102	110

*The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for the average number of days to finalise complaint cases.

Table 12: *Appeals received and completed by chief officers in 2013/14 and 2014/15*

Appeal type	2013/14	2014/15
Force investigation appeals		
Received	1,642	1,898
Valid completed	1,240	1,563
Upheld	278	302
% Upheld	22	19
Force local resolution appeals		
Received	1,136	1,507
Valid completed	800	1,305
Upheld	168	214
% Upheld	21	16
Force disapplication appeals		
Received	350	409
Valid completed	262	340
Upheld	19	24
% Upheld	7	7
Force discontinuance appeals		
Received	6	12
Valid completed	5	4
Upheld	1	1
% Upheld	20	25
Total force appeals		
Received	3,134	3,826
Valid completed	2,307	3,212
Upheld	466	541
% Upheld	20	17

'Chief officers' refers to the heads of police forces (chief constables for all forces except the Metropolitan Police and City of London Police, which are each headed by a Commissioner). Under changes to the handling of appeals introduced by the Police Reform and Social Responsibility Act 2011, both chief officers and the IPCC consider appeals. Data for appeals dealt with by forces is only available from 2013/14. There is no data for British Transport Police as they do not consider appeals (all appeals relating to this force are considered by the IPCC).

Some appeals may be deemed 'invalid' and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'. Completed appeals may have been received in a different financial year to that in which they are completed.

Table 13: Appeals received by chief officers in 2014/15

Police force	Force investigation appeals		Force local resolution appeals		Force disapplication appeals		Force discontinuance appeals		Total force appeals
	N	%	N	%	N	%	N	%	N
Avon and Somerset	1	2	61	98	0	0	0	0	62
Bedfordshire	0	0	52	98	1	2	0	0	53
Cambridgeshire	10	15	57	84	1	1	0	0	68
Cheshire	49	53	42	45	2	2	0	0	93
City of London	6	86	0	0	1	14	0	0	7
Cleveland	36	46	40	51	2	3	1	1	79
Cumbria	26	63	15	37	0	0	0	0	41
Derbyshire	27	56	17	35	4	8	0	0	48
Devon and Cornwall	105	60	49	28	19	11	2	1	175
Dorset	30	58	13	25	9	17	0	0	52
Durham	27	57	17	36	3	6	0	0	47
Dyfed-Powys	53	75	11	15	7	10	0	0	71
Essex	71	72	17	17	11	11	0	0	99
Gloucestershire	1	2	41	91	3	7	0	0	45
Greater Manchester	5	2	221	81	46	17	0	0	272
Gwent	27	64	11	26	4	10	0	0	42
Hampshire	120	85	17	12	5	4	0	0	142
Hertfordshire	0	0	85	96	4	4	0	0	89
Humberside	22	28	46	59	9	12	1	1	78
Kent	49	64	19	25	8	11	0	0	76
Lancashire	5	3	139	83	22	13	2	1	168
Leicestershire	16	35	21	46	9	20	0	0	46
Lincolnshire	42	75	10	18	4	7	0	0	56
Merseyside	85	73	22	19	10	9	0	0	117
Metropolitan	271	74	45	12	51	14	1	0	368
Norfolk	55	69	13	16	10	13	2	3	80
North Wales	32	57	12	21	12	21	0	0	56
North Yorkshire	3	20	11	73	1	7	0	0	15
Northamptonshire	37	76	10	20	2	4	0	0	49
Northumbria	53	52	21	21	27	27	0	0	101
Nottinghamshire	6	5	108	87	10	8	0	0	124
South Wales	27	79	5	15	2	6	0	0	34
South Yorkshire	18	33	25	46	11	20	0	0	54
Staffordshire	22	81	5	19	0	0	0	0	27
Suffolk	47	76	11	18	3	5	1	2	62
Surrey	68	75	12	13	10	11	1	1	91
Sussex	0	0	122	74	42	26	0	0	164
Thames Valley	132	82	8	5	21	13	0	0	161
Warwickshire	18	78	2	9	3	13	0	0	23
West Mercia	48	83	7	12	3	5	0	0	58
West Midlands	99	85	7	6	10	9	1	1	117
West Yorkshire	143	78	35	19	6	3	0	0	184
Wiltshire	6	19	25	78	1	3	0	0	32
Total	1,898	50	1,507	39	409	11	12	0	3,826

‘Chief officers’ refers to the heads of police forces (chief constables for all forces except the Metropolitan Police and City of London Police, which are each headed by a Commissioner). Under changes to the handling of appeals introduced by the Police Reform and Social Responsibility Act 2011, both chief officers and the IPCC consider appeals. Data for appeals dealt with by forces is only available from 2013/14.

There is no data for British Transport Police as they do not consider appeals (all appeals relating to this force are considered by the IPCC).

Table 14: *Outcome of appeals completed by chief officers in 2014/15 (continues on the next page)*

Police force	Force investigation appeals			Force local resolution appeals			Force disapplication appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	1	0	0	43	8	19	0	0	–
Bedfordshire	2	0	0	36	12	33	1	0	0
Cambridgeshire	11	1	9	47	9	19	1	0	0
Cheshire	57	11	19	35	6	17	2	0	0
City of London	4	1	25	1	0	0	1	0	0
Cleveland	33	8	24	31	3	10	2	2	100
Cumbria	30	3	10	19	6	32	0	0	–
Derbyshire	21	5	24	10	0	0	4	1	25
Devon and Cornwall	86	13	15	42	3	7	19	0	0
Dorset	29	4	14	10	2	20	7	1	14
Durham	22	4	18	14	1	7	2	0	0
Dyfed-Powys	47	7	15	10	3	30	6	1	17
Essex	61	8	13	12	2	17	9	0	0
Gloucestershire	1	0	0	48	3	6	4	0	0
Greater Manchester	9	0	0	231	13	6	39	2	5
Gwent	20	5	25	8	3	38	3	0	0
Hampshire	129	9	7	18	2	11	5	0	0
Hertfordshire	0	0	–	68	16	24	5	1	20
Humberside	15	1	7	42	4	10	8	2	25
Kent	31	10	32	17	6	35	5	2	40
Lancashire	1	0	0	119	23	19	21	1	5
Leicestershire	14	2	14	10	2	20	7	0	0
Lincolnshire	27	5	19	7	1	14	2	0	0
Merseyside	91	13	14	20	2	10	9	3	33
Metropolitan	148	44	30	47	29	62	28	4	14
Norfolk	53	8	15	13	3	23	9	0	0
North Wales	25	13	52	11	4	36	10	1	10
North Yorkshire	3	2	67	7	1	14	1	0	0
Northamptonshire	23	2	9	6	0	0	2	0	0
Northumbria	51	4	8	18	0	0	22	1	5
Nottinghamshire	6	0	0	81	17	21	9	0	0
South Wales	25	8	32	4	1	25	4	0	0
South Yorkshire	15	0	0	26	3	12	10	0	0
Staffordshire	18	1	6	0	0	–	0	0	–
Suffolk	37	7	19	10	3	30	3	0	0
Surrey	51	4	8	9	1	11	6	1	17
Sussex	2	0	0	118	14	12	42	0	0
Thames Valley	111	24	22	7	1	14	20	0	0
Warwickshire	17	1	6	2	0	0	2	0	0
West Mercia	48	7	15	7	1	14	1	0	0
West Midlands	59	9	15	11	3	27	4	0	0
West Yorkshire	125	58	46	13	0	0	2	0	0
Wiltshire	4	0	0	17	3	18	3	1	33
Total	1,563	302	19	1,305	214	16	340	24	7

Table 14: *Outcome of appeals completed by chief officers in 2014/15 (continued)*

Police force	Force discontinuance appeals			Total force appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%
Avon and Somerset	0	0	–	44	8	18
Bedfordshire	0	0	–	39	12	31
Cambridgeshire	0	0	–	59	10	17
Cheshire	0	0	–	94	17	18
City of London	0	0	–	6	1	17
Cleveland	0	0	–	66	13	20
Cumbria	0	0	–	49	9	18
Derbyshire	0	0	–	35	6	17
Devon and Cornwall	1	0	0	148	16	11
Dorset	0	0	–	46	7	15
Durham	0	0	–	38	5	13
Dyfed-Powys	0	0	–	63	11	17
Essex	0	0	–	82	10	12
Gloucestershire	0	0	–	53	3	6
Greater Manchester	0	0	–	279	15	5
Gwent	0	0	–	31	8	26
Hampshire	0	0	–	152	11	7
Hertfordshire	0	0	–	73	17	23
Humberside	0	0	–	65	7	11
Kent	0	0	–	53	18	34
Lancashire	1	1	100	142	25	18
Leicestershire	0	0	–	31	4	13
Lincolnshire	0	0	–	36	6	17
Merseyside	0	0	–	120	18	15
Metropolitan	0	0	–	223	77	35
Norfolk	1	0	0	76	11	14
North Wales	0	0	–	46	18	39
North Yorkshire	0	0	–	11	3	27
Northamptonshire	0	0	–	31	2	6
Northumbria	0	0	–	91	5	5
Nottinghamshire	0	0	–	96	17	18
South Wales	0	0	–	33	9	27
South Yorkshire	0	0	–	51	3	6
Staffordshire	0	0	–	18	1	6
Suffolk	1	0	0	51	10	20
Surrey	0	0	–	66	6	9
Sussex	0	0	–	162	14	9
Thames Valley	0	0	–	138	25	18
Warwickshire	0	0	–	21	1	5
West Mercia	0	0	–	56	8	14
West Midlands	0	0	–	74	12	16
West Yorkshire	0	0	–	140	58	41
Wiltshire	0	0	–	24	4	17
Total	4	1	25	3,212	541	17

‘Chief officers’ refers to the heads of police forces (chief constables for all forces except the Metropolitan Police and City of London Police, which are each headed by a Commissioner). Under changes to the handling of appeals introduced by the Police Reform and Social Responsibility Act 2011, both chief officers and the IPCC consider appeals. Data for appeals dealt with by forces is only available from 2013/14. There is no data for British Transport Police as they do not consider appeals (all appeals relating to this force are considered by the IPCC).

Some appeals may be deemed ‘invalid’ and these have been excluded from the number of ‘valid completed’ and the calculation for ‘% upheld’. Some caution is advised when looking at appeals upheld by police force due to the sometimes small number of appeals involved.

Table 15: *Appeals received and completed by the IPCC 2008/09 to 2014/15*

Appeal type	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
IPCC investigation appeals							
Received	2,684	3,631	4,453	4,539	4,620	2,407	2,035
Valid completed	2,402	2,928	4,259	3,526	3,243	3,193	2,426
Upheld	528	603	971	1,095	1,294	1,412	951
% Upheld	22	21	23	31	40	44	39
IPCC local resolution appeals							
Received	473	566	532	426	372	97	73
Valid completed	442	449	474	312	280	67	45
Upheld	149	150	156	109	117	43	29
% Upheld	34	33	33	35	42	64	64
IPCC non-recording appeals							
Received	811	1,160	1,188	1,374	1,210	1,503	1,696
Valid completed	706	932	1,105	1,088	908	1,252	1,333
Upheld	349	499	639	662	517	614	557
% Upheld	49	54	58	61	57	49	42
IPCC disapplication appeals							
Received	-	-	-	-	1	65	110
Valid completed	-	-	-	-	0	51	97
Upheld	-	-	-	-	0	11	19
% Upheld	-	-	-	-	-	22	20
IPCC discontinuance appeals							
Received	-	-	-	-	0	7	9
Valid completed	-	-	-	-	0	1	1
Upheld	-	-	-	-	0	1	0
% Upheld	-	-	-	-	-	100	0
Total IPCC appeals							
Received	3,968	5,357	6,173	6,339	6,203	4,079	3,923
Valid completed	3,550	4,309	5,838	4,926	4,431	4,564	3,902
Upheld	1,026	1,252	1,766	1,866	1,928	2,081	1,556
% Upheld	29	29	30	38	44	46	40

This data is taken from the IPCC's internal case tracking management system.

Some appeals may be deemed 'invalid' and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'. Completed appeals may have been recorded in a different financial year to that in which they are completed.

Table 16: *Appeals received by the IPCC in 2014/15*

Police force	IPCC investigation appeals		IPCC local resolution appeals		IPCC non-recording appeals		IPCC disapplication appeals		IPCC discontinuance appeals		Total IPCC appeals
	N	%	N	%	N	%	N	%	N	%	
Avon and Somerset	100	67	1	1	31	21	18	12	0	0	150
Bedfordshire	20	59	1	3	12	35	1	3	0	0	34
British Transport Police	60	87	1	1	8	12	0	0	0	0	69
Cambridgeshire	18	45	1	3	17	43	3	8	1	3	40
Cheshire	6	23	0	0	20	77	0	0	0	0	26
City of London	2	12	2	12	12	71	1	6	0	0	17
Cleveland	17	46	0	0	20	54	0	0	0	0	37
Cumbria	7	27	0	0	19	73	0	0	0	0	26
Derbyshire	42	63	1	1	22	33	2	3	0	0	67
Devon and Cornwall	21	26	1	1	60	73	0	0	0	0	82
Dorset	5	36	1	7	8	57	0	0	0	0	14
Durham	5	63	0	0	3	38	0	0	0	0	8
Dyfed-Powys	5	18	1	4	22	79	0	0	0	0	28
Essex	23	32	3	4	47	64	0	0	0	0	73
Gloucestershire	11	69	1	6	4	25	0	0	0	0	16
Greater Manchester	61	41	1	1	86	57	1	1	1	1	150
Gwent	15	54	2	7	11	39	0	0	0	0	28
Hampshire	53	47	3	3	56	50	1	1	0	0	113
Hertfordshire	28	58	0	0	20	42	0	0	0	0	48
Humberside	15	29	3	6	29	57	4	8	0	0	51
Kent	90	62	10	7	40	27	6	4	0	0	146
Lancashire	16	27	0	0	42	71	1	2	0	0	59
Leicestershire	20	43	1	2	24	51	2	4	0	0	47
Lincolnshire	20	56	0	0	16	44	0	0	0	0	36
Merseyside	28	20	0	0	115	80	0	0	0	0	143
Metropolitan	774	64	5	0	373	31	57	5	1	0	1,210
Norfolk	13	30	1	2	30	68	0	0	0	0	44
North Wales	22	51	3	7	18	42	0	0	0	0	43
North Yorkshire	32	44	10	14	20	28	10	14	0	0	72
Northamptonshire	11	35	1	3	19	61	0	0	0	0	31
Northumbria	79	68	0	0	37	32	0	0	0	0	116
Nottinghamshire	19	49	2	5	18	46	0	0	0	0	39
South Wales	67	59	7	6	38	34	1	1	0	0	113
South Yorkshire	43	47	2	2	42	46	0	0	5	5	92
Staffordshire	44	81	0	0	9	17	1	2	0	0	54
Suffolk	7	30	0	0	16	70	0	0	0	0	23
Surrey	34	67	0	0	16	31	1	2	0	0	51
Sussex	25	48	2	4	25	48	0	0	0	0	52
Thames Valley	41	39	0	0	64	61	0	0	0	0	105
Warwickshire	14	50	1	4	13	46	0	0	0	0	28
West Mercia	26	41	0	0	38	59	0	0	0	0	64
West Midlands	62	39	3	2	95	59	0	0	0	0	160
West Yorkshire	24	27	2	2	63	70	0	0	1	1	90
Wiltshire	10	36	0	0	18	64	0	0	0	0	28
Total	2,035	52	73	2	1,696	43	110	3	9	0	3,923

This data is taken from the IPCC's internal case tracking management system.

Table 17: *Outcome of appeals completed by the IPCC in 2014/15 (continues on the next page)*

Police force	IPCC investigation appeals			IPCC local resolution appeals			IPCC non-recording appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	104	42	40	0	0	-	26	14	54
Bedfordshire	23	6	26	0	0	-	8	4	50
British Transport Police	76	21	28	2	1	50	8	3	38
Cambridgeshire	22	9	41	0	0	-	12	4	33
Cheshire	8	3	38	0	0	-	18	5	28
City of London	7	1	14	0	0	-	6	1	17
Cleveland	23	6	26	0	0	-	15	5	33
Cumbria	5	1	20	0	0	-	17	7	41
Derbyshire	45	10	22	0	0	-	19	10	53
Devon and Cornwall	37	14	38	1	1	100	47	19	40
Dorset	9	7	78	1	0	0	3	0	0
Durham	4	1	25	0	0	-	2	2	100
Dyfed-Powys	9	8	89	0	0	-	15	9	60
Essex	30	11	37	1	1	100	47	33	70
Gloucestershire	9	3	33	0	0	-	1	0	0
Greater Manchester	71	27	38	4	4	100	65	24	37
Gwent	14	5	36	1	1	100	8	7	88
Hampshire	52	14	27	2	2	100	41	11	27
Hertfordshire	37	12	32	0	0	-	14	2	14
Humberside	13	5	38	1	1	100	28	14	50
Kent	80	31	39	9	6	67	30	12	40
Lancashire	17	7	41	0	0	-	37	21	57
Leicestershire	18	6	33	0	0	-	22	7	32
Lincolnshire	19	11	58	0	0	-	15	6	40
Merseyside	30	12	40	0	0	-	93	12	13
Metropolitan	979	415	42	3	3	100	293	113	39
Norfolk	19	6	32	0	0	-	27	8	30
North Wales	23	9	39	3	0	0	11	7	64
North Yorkshire	42	9	21	9	4	44	13	4	31
Northamptonshire	13	2	15	0	0	-	14	5	36
Northumbria	89	31	35	0	0	-	21	14	67
Nottinghamshire	31	12	39	2	2	100	15	6	40
South Wales	52	22	42	2	1	50	28	16	57
South Yorkshire	64	16	25	1	0	0	35	8	23
Staffordshire	50	11	22	0	0	-	6	3	50
Suffolk	12	5	42	0	0	-	13	6	46
Surrey	41	17	41	0	0	-	14	6	43
Sussex	31	13	42	1	1	100	17	2	12
Thames Valley	45	24	53	0	0	-	46	21	46
Warwickshire	14	8	57	0	0	-	11	9	82
West Mercia	26	13	50	0	0	-	30	16	53
West Midlands	75	36	48	2	1	50	71	33	46
West Yorkshire	46	25	54	0	0	-	54	33	61
Wiltshire	12	4	33	0	0	-	17	15	88
Total	2,426	951	39	45	29	64	1,333	557	42

Table 17: *Outcome of appeals completed by the IPCC in 2014/15 (continued)*

Police force	IPCC disapplication appeals			IPCC discontinuance appeals			Total IPCC appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	18	9	50	0	0	-	148	65	44
Bedfordshire	1	0	0	0	0	-	32	10	31
British Transport Police	0	0	-	0	0	-	86	25	29
Cambridgeshire	1	1	100	1	0	0	36	14	39
Cheshire	0	0	-	0	0	-	26	8	31
City of London	0	0	-	0	0	-	13	2	15
Cleveland	0	0	-	0	0	-	38	11	29
Cumbria	0	0	-	0	0	-	22	8	36
Derbyshire	1	0	0	0	0	-	65	20	31
Devon and Cornwall	0	0	-	0	0	-	85	34	40
Dorset	0	0	-	0	0	-	13	7	54
Durham	0	0	-	0	0	-	6	3	50
Dyfed-Powys	0	0	-	0	0	-	24	17	71
Essex	0	0	-	0	0	-	78	45	58
Gloucestershire	0	0	-	0	0	-	10	3	30
Greater Manchester	1	0	0	0	0	-	141	55	39
Gwent	0	0	-	0	0	-	23	13	57
Hampshire	1	0	0	0	0	-	96	27	28
Hertfordshire	0	0	-	0	0	-	51	14	27
Humberside	3	0	0	0	0	-	45	20	44
Kent	6	0	0	0	0	-	125	49	39
Lancashire	1	0	0	0	0	-	55	28	51
Leicestershire	2	0	0	0	0	-	42	13	31
Lincolnshire	0	0	-	0	0	-	34	17	50
Merseyside	0	0	-	0	0	-	123	24	20
Metropolitan	48	7	15	0	0	-	1,323	538	41
Norfolk	0	0	-	0	0	-	46	14	30
North Wales	0	0	-	0	0	-	37	16	43
North Yorkshire	11	2	18	0	0	-	75	19	25
Northamptonshire	0	0	-	0	0	-	27	7	26
Northumbria	0	0	-	0	0	-	110	45	41
Nottinghamshire	0	0	-	0	0	-	48	20	42
South Wales	1	0	0	0	0	-	83	39	47
South Yorkshire	0	0	-	0	0	-	100	24	24
Staffordshire	1	0	0	0	0	-	57	14	25
Suffolk	0	0	-	0	0	-	25	11	44
Surrey	1	0	0	0	0	-	56	23	41
Sussex	0	0	-	0	0	-	49	16	33
Thames Valley	0	0	-	0	0	-	91	45	49
Warwickshire	0	0	-	0	0	-	25	17	68
West Mercia	0	0	-	0	0	-	56	29	52
West Midlands	0	0	-	0	0	-	148	70	47
West Yorkshire	0	0	-	0	0	-	100	58	58
Wiltshire	0	0	-	0	0	-	29	19	66
Total	97	19	20	1	0	0	3,902	1,556	40

This data is taken from the IPCC's internal case tracking management system.

Some appeals may be deemed 'invalid' and these are excluded from the number of 'valid completed' and the calculation for '% upheld'.

Some caution is advised when looking at appeals upheld by police force due to the sometimes small number of appeals involved.

Table 18: *Gender of complainants 2014/15*

Gender	N	%
Female	13,921	37
Male	23,116	62
Transgender	11	0
Transsexual	7	0
Other	63	0
Prefer not to say	1	0
Unknown	396	1
Total	37,515	100

Table 19: *Ethnicity of complainants 2014/15*

Ethnicity	N	%
Asian	1,821	5
Black	1,631	4
White	18,871	50
Other	833	2
Not stated	13,136	35
Unknown	1,223	3
Total	37,515	100

Table 20: *Age of complainants 2014/15*

Age group	N	%
17 & below	256	1
18-29	5,328	14
30-39	6,019	16
40-49	6,847	18
50-59	4,878	13
60+	2,975	8
Unknown	11,212	30
Total	37,515	100

The age of complainants is calculated from their birth date to the date force data is recorded onto the IPCC system.

Tables 18 to 20: complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.

Table 21: *Status of those subject to a complaint 2014/15*

Status	N	%
Police officer ranks	35,445	88
Police staff including traffic wardens	2,995	7
Community support officers	1,164	3
Contracted staff	152	0
Special constables	578	1
Total	40,334	100

The total number of subjects in table 21 will not match the figures in tables 22 and 23. This is because people subject to more than one complaint in the year may have held different ranks at the time each allegation was recorded. In such cases, they will be counted more than once in this table (for each rank), but not in the following tables.

Table 22: *Gender of those subject to a complaint 2014/15*

Gender	N	%
Female	10,402	26
Male	28,928	72
Other	14	0
Unknown	613	2
Total	39,957	100

Table 23: *Ethnicity of those subject to complaint 2014/15*

Ethnicity	N	%
White	34,562	86
Asian	923	2
Black	517	1
Other	671	2
Not stated	725	2
Unknown	2,559	6
Total	39,957	100

Tables 22 and 23: subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.



References

Home Office (2014) *Police Workforce, England and Wales, 31 March 2014*
Home Office statistics – national statistics

London: Home Office

Independent Police Complaints Commission (2015) *Statutory Guidance to the police service on the handling of complaints*

London: IPCC

Independent Police Complaints Commission (2015) *Guidance on the recording of complaints under the Police Reform Act 2002*

London: IPCC

Harvey, P; Shepherd, S; Magill, T – Ipsos MORI (2014), *Public Confidence in the Police Complaints System*

London: IPCC

Annex A: glossary of terms

The following terms are listed in the order that follows the process by which a complaint may be handled.

Complaint case: A single complaint case may have one or more allegations attached to it, made by one or more complainants, against one or more persons serving with the police.

Allegation: An allegation may concern the conduct of a person or persons serving with the police or the direction and control of a police force. It is made by someone defined as a complainant under the Police Reform Act 2002 (see ‘complainant’ below). An allegation may be made by one or more complainants. A complaint case may contain one or many allegations. For example, a person may allege that they were pushed by an officer and that the officer was rude to them. This would be recorded as two separate allegations forming one complaint case. An allegation is recorded against an allegation category¹⁶.

Direction and control: The IPCC considers the term ‘direction and control’ to mean general decisions about how a police force is run, as opposed to the day-to-day decisions or actions of people serving with the police, which affect individual members of the public – including those that affect more than one individual.

Local resolution: For less serious complaints, such as rudeness or incivility, the complaint may be dealt with by local resolution. Local

resolution is a flexible process that can be adapted to the needs of the complainant. A local police supervisor deals with the complaint, which might involve providing an explanation or information; an apology on behalf of the force; a written explanation of the circumstances and any action taken; or resolving the complaint over the counter or by telephone.

Investigation: If a complaint is not suitable for local resolution, it must be investigated. This involves the appointment of an investigating officer who will investigate the complaint and produce a report detailing the findings about each allegation and any action to be taken as a result of the investigation. Two different types of investigation are referred to in this report:

- *Local investigations:* carried out entirely by the police. Complainants have a right of appeal to the relevant appeal body following a local investigation¹⁷.
- *Supervised investigations:* carried out by the police under their own direction and control. The IPCC sets out what the investigation should look at (which is referred to as the investigation’s ‘terms of reference’) and will receive the investigation report when it is complete. Complainants have a right of appeal to the IPCC following a supervised investigation.

¹⁶ A full list of the allegation categories available and their definitions can be found in the [IPCC’s Guidance on the recording of complaints under the Police Reform Act 2002](#).

¹⁷ The test to determine who should deal with an appeal is set out in section 13 of the [IPCC’s Statutory Guidance \(2015\)](#). ‘Chief officer’ is a collective term that refers to the heads of police forces (this means chief constables for all forces except the Metropolitan Police and the City of London Police, which are each headed by a commissioner).

Disapplication: Disapplication applies only to allegations linked to complaint cases received on or after 22 November 2012.

There are certain circumstances in which a complaint that has been recorded by a police force does not have to be dealt with under the Police Reform Act 2002 (PRA 2002). For allegations linked to complaint cases received on or after 22 November 2012, this is called disapplication. It can only happen if certain circumstances apply:

- If more than 12 months have passed between the incident, or the latest incident, giving rise to the complaint and the making of the complaint and either no good reason for the delay has been shown or injustice would be likely to be caused by the delay.
- If the matter is already subject of a complaint made by or on behalf of the same complainant.
- If the complainant discloses neither their name and address nor that of any other interested person and it is not reasonably practicable to ascertain these.
- If the complaint is repetitious.
- If the complaint is vexatious, oppressive or otherwise an abuse of the procedures for dealing with complaints.
- If it is not reasonably practicable to complete the investigation or any other procedures under the PRA 2002.

If the complaint did not meet the criteria for referral to the IPCC, the police force can carry out a disapplication. If the complaint was referred to the IPCC and the IPCC either referred the complaint back to the force or determined the form of investigation, the force must apply to the IPCC for permission to carry out the disapplication.

Dispensation: Dispensation applies only to allegations linked to complaint cases received before 22 November 2012.

There are certain circumstances in which a complaint that has been recorded by a police force does not have to be dealt with under the Police Reform Act 2002 (PRA 2002). For allegations linked to complaint cases received before 22 November 2012, this is called dispensation. It can only happen if certain circumstances apply:

- If more than 12 months have passed between the incident, or the latest incident, giving rise to the complaint and the making of the complaint and either no good reason for the delay has been shown or injustice would be likely to be caused by the delay.
- If the matter is already subject of a complaint made by the same complainant.
- If the complainant discloses neither their name and address nor that of any other interested person and it is not reasonably practicable to ascertain these.
- If the complaint is repetitious.
- If the complaint is vexatious, oppressive or otherwise an abuse of the procedures for dealing with complaints.
- If it is not reasonably practicable to investigate the complaint.

Discontinuance: A discontinuance ends an ongoing investigation into a complaint. It can only occur if certain circumstances apply:

- If a complainant refuses to co-operate to the extent it is not reasonably practicable to continue with the investigation.
- If the police force decides the complaint is suitable for local resolution.

- If the complaint is repetitious.
- If the complaint is vexatious, oppressive or otherwise an abuse of the procedures for dealing with complaints.
- If it is not reasonably practicable to proceed with the investigation.

If the complaint did not meet the criteria for referral to the IPCC, the police force can discontinue a local investigation. Otherwise, they must apply to the IPCC for permission to discontinue the investigation. In the case of a supervised investigation, the police force has to apply to the IPCC for permission to discontinue the investigation.

Withdrawn: A complainant may decide to withdraw one or more allegations in their complaint or they may wish no further action be taken in relation to their allegation / complaint. In this case, no further action may be taken with regard to the allegation / complaint.

Unsubstantiated / substantiated: These are the outcomes of investigated allegations that have been judged solely in terms of whether evidence of misconduct was found. This outcome will only apply to allegations linked to complaint cases recorded before 1 April 2010. As time progresses there will be fewer allegations with these outcomes.

Not upheld / upheld: As of 1 April 2010, police forces are expected to also record whether a complaint that was investigated is upheld or not upheld. A complaint will be upheld if the service or conduct complained about does not reach the standard a reasonable person could expect. This means that the outcome is not solely linked to proving misconduct.

A further revision to the IPCC's Statutory Guidance was issued in May 2015 following a legal judgement¹⁸ that, in certain circumstances, an investigation into a complaint cannot conclude that an allegation is upheld or not upheld¹⁹. The data in this report was collected before May 2015 and therefore does not reflect this judgement.

Sub judice: After recording a complaint, the investigation or other procedure for dealing with the complaint may be suspended because the matter is considered to be sub judice. This is when continuing the investigation / other procedure would prejudice a criminal investigation or criminal proceedings. There are a number of factors police forces should consider when deciding whether it is appropriate to suspend an investigation into a complaint²⁰. They must notify the complainant in writing when the investigation / other procedure into their complaint is suspended and provide an explanation for the decision. A complainant has the right to ask the IPCC to review that decision.

Non-recording appeal: Under the Police Reform Act 2002, the police have a duty to record all complaints about the conduct of a serving member of the police or the direction and control of a police force. Complainants have the right to appeal to the IPCC in relation to the non-recording of their complaint on a number of grounds. These are set out in the 'findings' section of this report. The appeal right in relation to direction and control complaints is limited; full details can be found in Section 13 of the IPCC's Statutory Guidance (2015).

¹⁸ R (on the application of Chief Constable of West Yorkshire) v IPCC [2014] EWCA Civ 1367.

¹⁹ Section 11 of the [IPCC's Statutory Guidance \(2015\)](#) provides information about the different conclusions available at the end of an investigation.

²⁰ Information about the considerations that should be made when deciding whether to suspend an investigation / other procedures into a complaint can be found in section 9 of the [IPCC's Statutory Guidance \(2015\)](#).

Investigation appeal: This applies to all complaints investigated by the police force itself or where the investigation has been supervised by the IPCC. The complainant may appeal to the relevant appeal body on a number of grounds in relation to the investigation. These are set out in the ‘findings’ section of this report. There is no right of appeal in relation to the investigation of a direction and control complaint.

Local resolution appeal: Complainants are entitled to appeal to the relevant appeal body against the outcome of local resolution. There is no right of appeal where the complaint that was locally resolved relates to direction and control.

Disapplication appeal: An appeal may be made to the relevant appeal body against the decision to disapply the requirements of the Police Reform Act 2002. There is no right of appeal where the complaint subject to the disapplication relates to direction and control or where the IPCC has given permission for the disapplication.

Discontinuance appeal: An appeal may be made to the relevant appeal body against the decision by a police force to discontinue the investigation into a complaint. There is no right of appeal where the complaint subject to the discontinued investigation relates to direction and control, where the IPCC has given permission for the discontinuance, or if the discontinuance is carried out by the IPCC in relation to a supervised investigation.

Invalid appeals: There are a number of reasons why an appeal may be judged to be invalid. These are:

- If the appeal is not complete. An appeal must be in writing and contain certain information, such as the details of the complaint, the name of the police force whose decision is subject of the appeal and the grounds of appeal. The relevant appeal body may still consider an appeal even if it does not consider the appeal complete.
- If there is no right of appeal. Only a complainant or someone acting on their behalf can make an appeal. If anyone else tries to, the appeal is invalid. An appeal must also follow a police force’s final decision in relation to a complaint (or, in the case of non-recording where no decision has been made, at least 15 working days must have passed between the complainant making their complaint and submitting an appeal against the non-recording of that complaint).
- If the appeal is made more than 28 days after the date of the letter from the police force notifying the complainant about the decision (which can be appealed) and there are no special circumstances to justify the delay.

The right of appeal in relation to direction and control complaints is limited, as noted in the definition for each appeal type above. Full details can be found in Section 13 of the IPCC’s Statutory Guidance (2015).

Complainants: Under the Police Reform Act 2002, a complaint may be made by:

- a member of the public who claims that the conduct took place in relation to them
- a member of the public who claims they have been ‘adversely affected’ by the conduct, even though it did not take place in relation to them
- a member of the public who claims to have witnessed the conduct
- a person acting on behalf of someone who falls within any of the three categories above. This person would be classed as an ‘agent’ or ‘representative’ and must have the written permission of the complainant to act on their behalf.



A person is 'adversely affected' if they suffer distress or inconvenience, loss or damage, or are put in danger or at risk by the conduct complained about. This might apply, for example, to other people present at the incident, or to the parent of a child or young person, or a friend of the person directly affected. It does not include someone distressed by watching an incident on television.

A 'witness' is defined as someone who gained their knowledge of that conduct in a way that would make them a competent witness capable of giving admissible evidence of that conduct in criminal proceedings or has anything in their possession or control that would be admissible evidence in criminal proceedings.

One complaint case can have multiple complainants attached to it and one individual can make more than one complaint within the reporting year.

Subjects: Under the Police Reform Act 2002 (PRA 2002), complaints can be made about persons serving with the police as follows:

- police officers of any rank
- police staff, including community support officers and traffic wardens
- special constables

Complaints can also be made about contracted staff who are designated under section 39 of the PRA 2002 as a detention officer or escort officer by a chief officer.

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