

Police complaints



Statistics for England and Wales 2015/16

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.



Contents

Introduction

Findings

Discussion

Tables

Annex A: glossary of terms

Introduction

This report presents figures on complaints recorded about the police in England and Wales in 2015/16. These complaints, made by members of the public, relate to the conduct of people serving with the police, or to the direction and control (how the force is run) of a police force. They are dealt with under the Police Reform Act 2002.

Police forces are responsible for recording complaints¹. Police forces deal with the majority of complaints themselves, with the IPCC handling only the most serious and sensitive cases. 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. Other appeals are handled by police forces. This report also presents figures on the number of appeals and decisions on them.

We include a number of indicators throughout the report. These are 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. Therefore, they should support police forces to improve the way they handle complaints, where necessary. The results for each indicator give only limited insight when viewed alone, but together they provide a picture of how the police complaints 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 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 they record their data. Our guidance on how police forces should record complaints under the Police Reform Act 2002 is available on the statutory guidance page on our website: www.ipcc.gov.uk/page/statutory-guidance.

The IPCC publishes statistical bulletins for every police force each quarter. These are available on our website: www.ipcc.gov.uk/reports/statistics/police-complaints/police-performance-data. The individual force bulletins give more detail about the indicators referred to above, and compare forces' results with their most similar forces.

You can read more about the IPCC's work on our website: www.ipcc.gov.uk/page/annual-report-and-plans. Our annual reports provide an overview of our own performance in relation to investigations, appeals and the complaints that we handle.

¹ Information about the initial recording of a complaint is available in section 3 of our Statutory Guidance (2015): www.ipcc.gov.uk/page/statutory-guidance.

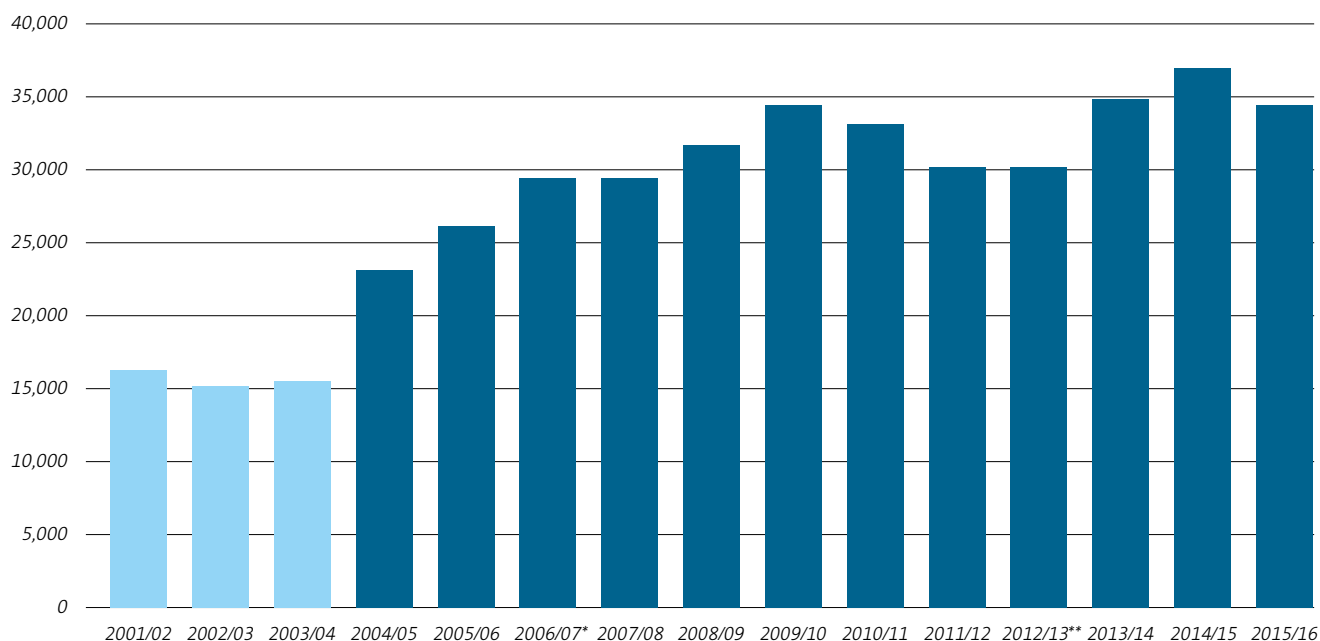
Findings

Complaint cases recorded

The number of complaint cases recorded decreased in 2015/16, the first reduction since the definition of a complaint was broadened in 2012/13. Police forces continue to record the majority of complaints within the ten working day target.

- Forces recorded a total of **34,247 complaint cases** in 2015/16 – a decrease of 8% compared to 2014/15 (figure 1 and table 2).
- In three quarters of forces, there was a decrease in the number of complaint cases recorded (table 3).

Figure 1. *Complaint cases recorded 2001/02 – 2015/16*



*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 days². Timeliness of recording complaint cases improved in 2015/16 – 88 per cent of complaint cases were recorded within ten working days compared to 80 per cent in 2014/15.

- The majority of forces recorded more than 80% of their complaints within ten working days and there was a significant improvement in five of the largest forces.
- Twenty-six forces reported either, that they had recorded the same proportion of complaints on time as in 2014/15 or, an improvement on their figures for 2014/15 (table 4).

² Information about the initial recording of a complaint is available in section 3 of our Statutory Guidance (2015): www.ipcc.gov.uk/page/statutory-guidance.

Allegations recorded

A complaint case may have one or more allegations attached to it. Each allegation is recorded against one of 27 allegation categories³.

In 2015/16, the number of allegations recorded decreased. The nature of the most common allegations made was the same as in the previous year.

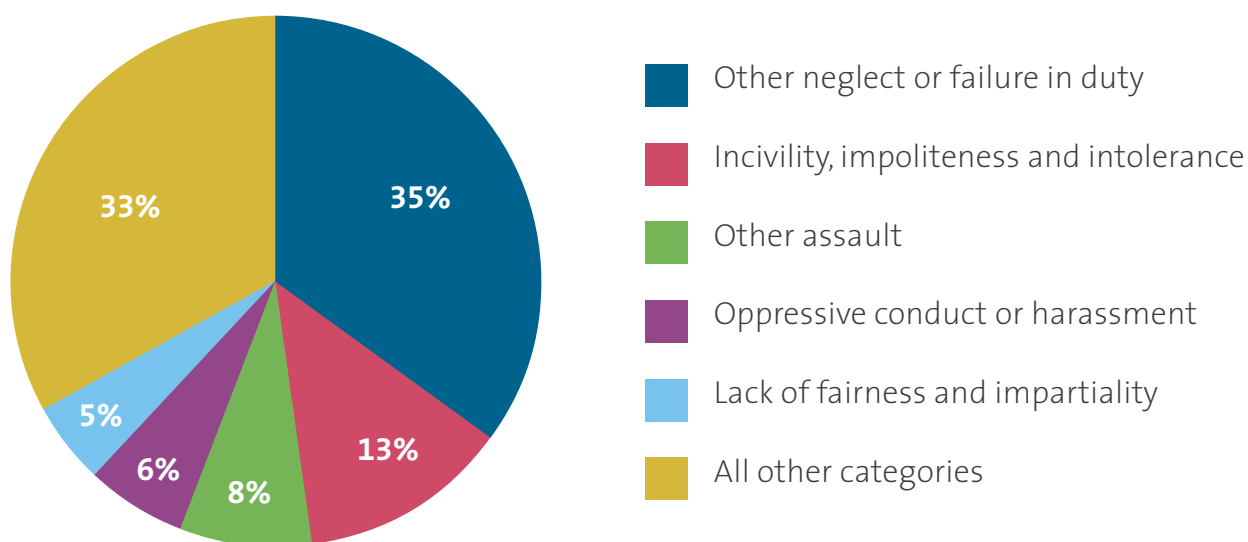
- During 2015/16, a total of 64,428 allegations were recorded. This is a 7% decrease compared to the previous year (table 5).
- The five most commonly recorded allegation categories remain the same as in 2014/15 and account for 67% of all the allegations recorded in 2015/16 (figure 2 and table 6).

- The most common allegation was recorded under the ‘other neglect or failure in duty’. This category accounted for 35% of all the allegations recorded in 2015/16; a similar proportion compared to 2014/15.
- Direction and control allegations accounted for 2% of all allegations recorded in 2015/16, the same percentage as in 2014/15⁴.

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

- In 2015/16, the allegation rate per 1,000 employees reflected the decrease in the number of allegations recorded (table 7). **276 allegations per 1,000 employees** across all forces were recorded in 2015/16 compared to 293 in 2014/15.
- Allegation rates across police forces ranged from 122 to 478 per 1,000 employees.

Figure 2. *Allegations recorded in 2015/16 by category*



³ A full list of the allegation categories and definitions of these is available in our Guidance on the recording of complaints under the Police Reform Act 2002 (see link on page 1).

⁴ Information about the types of complaints that should be classified as direction and control is available in section one of our Statutory Guidance (2015) (see link on page 1).

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.

Allegations finalised

An allegation can be dealt with in a number of ways. It may be investigated or dealt with through local resolution, or it may be withdrawn, or subject to a disapplication, dispensation or discontinuance⁶. Local resolution is a less formal way of dealing with less serious complaints, and aims to resolve a complaint flexibly and by agreement, not constrained by regulations. An investigation is a more formal process, which proceeds according to regulations laid under the Police Reform Act. Certain allegations, which could lead to disciplinary or criminal proceedings, must be investigated. 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 (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 about the outcome of the allegation and any planned action. This does not include any time during which the complainant can appeal.

In 2015/16, forces finalised **63,088 allegations** (table 8). Investigation continued to be the most common way of dealing with an allegation, although the proportion

investigated in 2015/16 decreased slightly, continuing a trend seen in previous years. The proportion of allegations locally resolved or not proceeded with increased slightly in 2015/16.

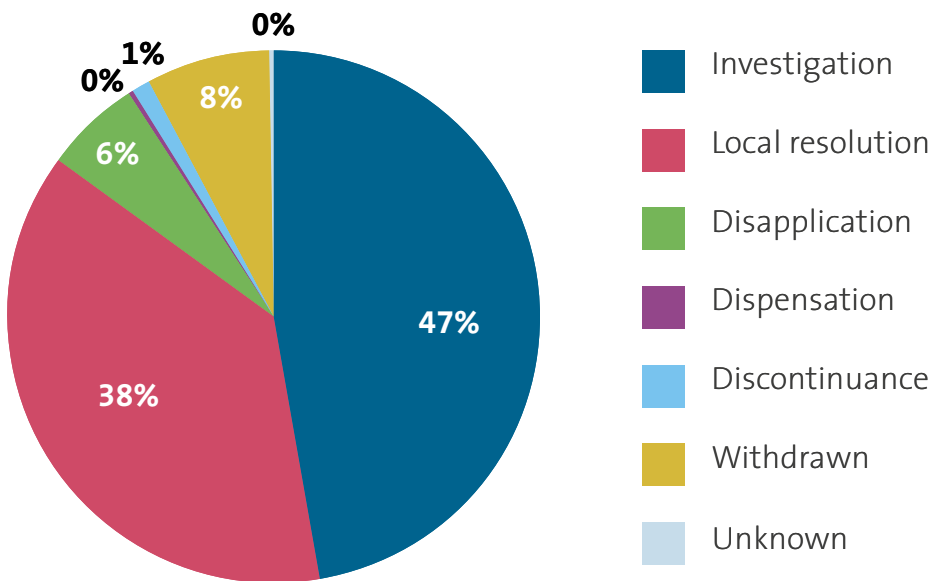
- 47% of allegations finalised in 2015/16 were investigated and 38% were locally resolved. This compares to 50% and 34% in 2014/15.

However, there are very significant variations between forces. Four forces finalised 70 per cent or more allegations through a formal investigation, whereas three dealt with over 70 per cent through local resolution.

Allegations not proceeded with

- Of the total number of allegations finalised in 2015/16, 7% were subject of a dispensation, disapplication or discontinuance, the same percentage as in 2014/15.
- The proportion of allegations dealt with in these ways in 2015/16 varied across police forces from 1% to 15%.
- 8% of allegations were withdrawn in 2015/16, the same percentage as in 2012/13, 2013/14 and 2014/15.
- The proportion of allegations withdrawn varied widely across police forces, from 2% to 20%.

⁶ More information about finalising allegations can be found in our *Guidance on the recording of complaints under the Police Reform Act 2002* (see link on page 1).

Figure 3. *Allegations finalised in 2015/16 by means*

Key indicators: overall, in 2015/16, it took on average longer to deal with allegations compared to previous years (table 9).

- On average, it took more than eight months (**166 working days**) to locally investigate an allegation; 19 days longer than in 2014/15. There were considerable variations between forces, from an average of 105 to an average of 399 days.
- Thirty-one police forces took longer to locally investigate allegations in 2015/16 than in 2014/15.
- For allegations finalised by local resolution, it took forces an average of almost 14 weeks (68 working days) to resolve the allegation; similar to the time it took in 2014/15 (66 working days).
- Twenty-three police forces took longer to locally resolve allegations in 2015/16 than in 2014/15.

Investigation outcomes

Data about investigation outcomes is not included in this report as it does not fully reflect a legal judgment⁷ which ruled that, in certain circumstances, an investigation into a complaint cannot conclude that an allegation is upheld or not upheld⁸. The IPCC is working with police forces to ensure that when they record the outcome of allegations they have investigated, they do so in line with this judgement so that we can resume reporting this data in the future.

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

⁸ Section 11 of our *Statutory Guidance* (2015) provides information about the conclusions that may be reached at the end of an investigation (see link on page 1).

Complaint cases finalised

A complaint case is considered finalised when all action relating to that case has concluded. This includes the time during which an appeal can be lodged and the time it takes to deal with an appeal where one has been made. It also includes the time it takes for any misconduct and/or criminal proceedings to be concluded⁹.

- A total of **34,433 complaints were finalised** in 2015/16. This is a 1% increase compared to 2014/15.

Key indicator: complaint cases took longer to finalise in 2015/16 (table 10).

- It took an average of 116 working days to finalise complaint cases in 2015/16, just over a week longer than the average time in 2014/15 (110 working days).

A complaint can be subject to one or more periods in sub judice (see explanation of 'sub judice' in Annex A).

- If the time that complaint cases spent in sub judice is discounted, the average time to finalise complaint cases was **107 working days** in 2015/16. This is a five-day increase compared with the average time reported in 2014/15.
- The average time across police forces ranged from 53 to 201 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

appeal, 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 complaints not being recorded are dealt with by the IPCC. For all other types of appeal, there is a test to determine whether it should be considered by the IPCC or the relevant chief officer¹¹. If any of the following factors apply, the IPCC is the appeal body:

- 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 Articles 2 or 3 of the Human Rights Act
- the complaint arises from the same incident as a complaint falling within one of the above categories

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

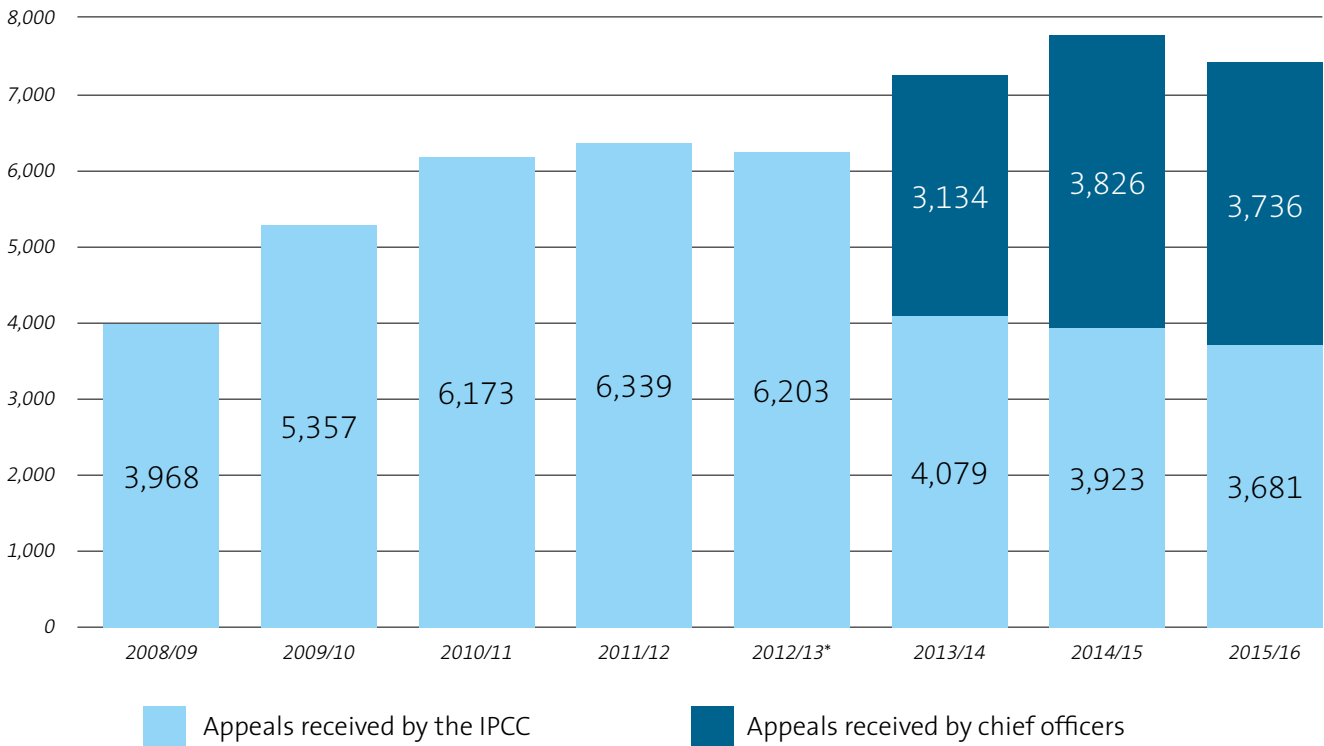
⁹ Our *Guidance on the recording of complaints under the Police Reform Act 2002* (see link on page 1) includes more information about finalising complaint cases.

¹⁰ Information about the different appeal rights is available in section 13 of our *Statutory Guidance* (2015) (see link on page 1).

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 our *Statutory Guidance* (2015) (see link on page 1).

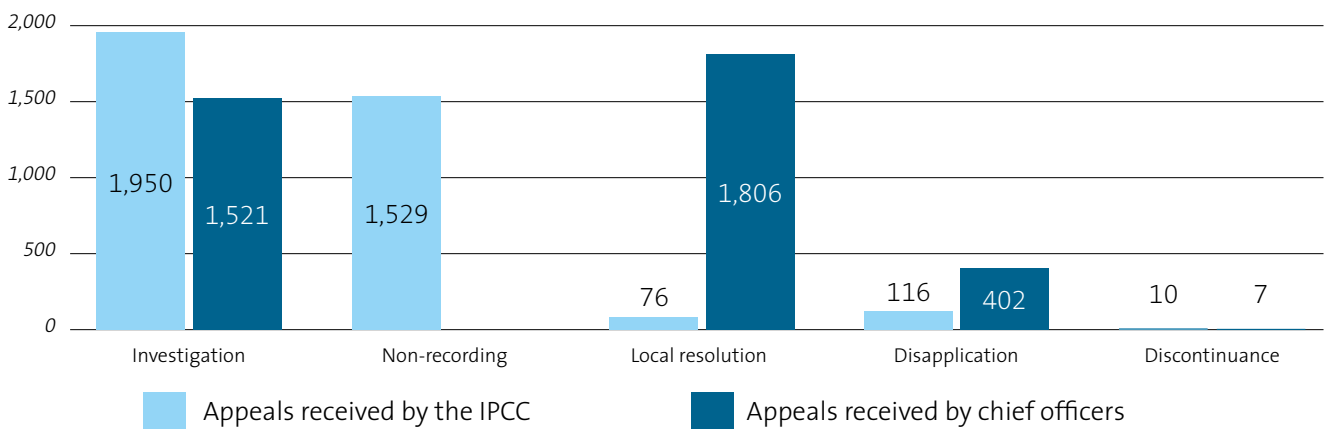
In 2015/16, the number of appeals received across the police complaints system decreased by 4 per cent compared to 2014/15. The number of local resolution appeals received by chief officers increased by 20 per cent from the previous year.

Figure 4. *Appeals received 2008/09 – 2015/16*



*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 2015/16 by appeal body and appeal type*



Appeals to chief officers

In 2015/16, **chief officers received 3,736 appeals** about the way in which their police force handled a complaint (table 11). This represents a two per cent decrease on the number received in 2014/15.

- 41% of the appeals that chief officers received were about an investigation into a complaint and 48% were about the outcome of a local resolution process (table 12).
- As in 2014/15, just over a tenth of appeals (11%) were about complaints that had been subject to a disapplication (table 12).
- The remainder of appeals received by chief officers were about complaints that had been subject to discontinuance (table 12).

Key indicators: in 2015/16, the proportion of investigation appeals upheld by chief officers remained static. The proportion of local resolution appeals upheld by chief officers increased by one per cent.

- In **2015/16, 19% of investigation appeals completed by chief officers were upheld**, as they were in 2014/15 (table 11). The upholding rate varied considerably across police forces from 0% to 43% (table 13).
- **17% of local resolution appeals completed by chief officers were upheld** in 2015/16 (table 11). This compares to 16% in 2014/15. The upholding rate across police forces ranged from 0% to 63% (excluding one with 100% upheld based only a single appeal) (table 13).
- **9% of disapplication appeals completed by chief officers were upheld** (table 11). Across police forces, the upholding rate varied from 0% to 33% (table 13). However, some caution is needed when comparing police forces because of the sometimes small number of appeals involved – **31 of the 43 forces received fewer than ten disapplication appeals**.

- In 2015/16, only **six discontinuance appeals were completed, two of which were upheld** (table 11).

Appeals to the IPCC

In 2015/16, the IPCC received a total of **3,681 appeals** about the handling of a complaint by a police force. This is a six per cent decrease compared to the number received in 2014/15 (table 14).

For all appeals, the upholding rates of both the IPCC and chief officers were similar to 2014/15. The IPCC continued to uphold more appeals than chief officers.

- The number of appeals we received about an investigation into a complaint decreased by 4% compared to the number received in 2014/15 (table 14). This represented just over half of all the appeals we received in 2015/16 (table 15).
- The number of non-recording appeals we received decreased by 10% compared to in 2014/15 (table 14).
- The number of local resolution appeals we received remained similar to 2014/15 – we received 76 of these appeals in 2015/16 and 73 in 2014/15.
- The number of disapplication and discontinuance appeals we received increased in 2015/16 by 5% and 11% respectively. However, the actual numbers remain low, representing 3% of the total number of appeals we received in 2015/16 (table 14).

Key indicators: the proportion of investigation appeals upheld by the IPCC increased, but the proportion of non-recording appeals upheld by the IPCC decreased in 2015/16 (table 14).

- In 2015/16, **41% of the investigation appeals we completed were upheld** (table 14). This is an increase compared to 2014/15, when we upheld 39% of investigation appeals. The upholding rate varied considerably across police forces. In two forces it was over 60%, in three forces it was less than 12% (table 16).
- **40% of the non-recording appeals we completed were upheld** in 2015/16 (table 14). This compares to 42% in 2014/15 and 49% in 2012/13. The upholding rate for non-recording appeals has been decreasing since 2011/12. The upholding rate varied considerably across police forces. In five forces it was two thirds or more, in four forces it was less than 20% (table 16).
- **81% of the local resolution appeals we completed were upheld**, which is a 17% increase on the upholding rate in 2014/15 (table 14). Although this percentage is high, we dealt with only a small proportion of all appeals about local resolution in 2015/16.
- In 2015/16, **we upheld 25% (24 of 96) of the disapplication appeals we completed** (table 14). This is a 5% increase compared to 2014/15 when the IPCC upheld 19 of 97 appeals.

Appeals upheld summary

The rates at which the IPCC and chief officers upheld appeals during 2015/16 were similar to 2014/15. The IPCC continued to uphold more appeals than chief officers. There remained considerable variations between forces, and between the proportion of appeals we upheld from force to force. There was an increase in the proportion of local resolution appeals we upheld, but this relates to a small number of appeals so the increase is not significant.

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
- in relation to the decisions about 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).

Table 1: *Appeals completed and upheld during 2015/16 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	1,669	687	41%	1,356	260	19%
Local resolution	43	35	81%	1,509	256	17%
Disapplication	96	24	25%	392	34	9%
Discontinuance	3	0	0%	6	2	33%
Non-recording	1,188	473	40%	-	-	-

* 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 the '% upheld'.

Findings

The grounds for upholding non-recording appeals are:

- the failure of the appropriate authority¹² 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 of the grounds set out above. This means that the sum of appeals upheld on each ground will not equal the number of appeals upheld by the IPCC in 2015/16¹³.

Of the investigation appeals completed and upheld by the IPCC in 2015/16:

- Most (592, 86%) were upheld in relation to the findings of the investigation.
- 264 (38%) were upheld in connection with the action to be taken (or not taken) as a result of the investigation.
- More than a third (276, 40%) were upheld on the ground that the complainant was given inadequate information.
- 152 (22%) 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. Only 35 appeals were upheld on this ground.

Of the non-recording appeals the IPCC completed and upheld in 2015/16:

- Nearly two-thirds (300, 63%) were upheld because the recording decision was incorrect. This was the most common ground for upholding non-recording appeals.
- 192 (41%) were upheld because the appropriate authority had failed to make a recording decision.
- 13 (3%) were upheld because the police force that received the complaint failed to pass it on to the correct appropriate authority.

Profile of complainants

- In 2015/16, **34,686 people complained** about the conduct of someone serving with the police or about the direction and control of a police force. This is a decrease of 8% when compared to 2014/15 when 37,515 people complained.
- The majority of complainants were men (21,236, 61%). This reflects the trend each year since 2004/05 (table 17).
- Almost half of complainants in 2015/16 were known to be White (16,714), which is similar to the trend in previous years (table 18). It should be noted that the ethnicity of 39% (13,835) of complainants was either not stated or unknown.
- The most common age groups to complain about the police in 2015/16 (table 19), where age is known, were those aged 40 to 49 years (6,314, 18%) and those aged 30 to 39 years (5,961, 17%). The people least likely to complain were aged 17 or under (244, 1%). The age of 27% of complainants (9,484) was unknown in 2015/16.

¹² Legal definitions are available in section 15 of our Statutory Guidance (2015) (see link on page 1).

¹³ Information about the grounds of appeal is available in section 13 of our Statutory Guidance (2015) (see link on page 2).

Profile of people who were subject of a complaint

- In 2015/16, **38,014 people serving with the police were subject to a recorded complaint** – a decrease of 5% compared to 2014/15, when 39,957 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 2015/16, the majority of people subject to a recorded complaint were police officers (33,450, 87%, table 20).
- 71% (27,046) of those subject to a recorded complaint were men (table 21) and 85% (32,173) were White (table 22).

Discussion

The key finding from the statistics is the level of variation from force to force in relation to different aspects of the police complaints system. This makes drawing national conclusions difficult, and too simplistic.

The police complaints landscape is changing. Police and crime commissioners have more influence over the complaints system locally, with several undertaking initiatives around complaints handling. This may account for some of the variation.

There is no single reason for the variation, but it is clear that the way in which a complaint is handled varies dramatically depending on where in England or Wales it is made. In some cases, there may be specific local factors at work, but the wide range of handling decisions and appeal outcomes indicate that there are also inconsistencies in the way those handling decisions are made.

Complaint numbers

The overall number of complaints decreased by an average of eight per cent in 2015/16. As we have said in previous complaints statistics reports, which recorded a rise in complaints, the number of complaints on its own should not be interpreted as either success or failure. The number may reflect an increase in satisfaction or dissatisfaction, but can also reflect willingness to complain, the availability of informal means of resolving issues outside the Police Reform Act, or the accessibility of the system. In addition, the eight per cent reduction is not uniform across all forces – for example, there was a decrease of 44 per cent for North Yorkshire Police, but an increase of 49 per cent for West Yorkshire Police.

The number of complaints and corresponding allegations varies significantly between forces. As forces differ in size, it is sensible to consider the number of allegations per 1,000 employees as a more accurate reflection of the rate of complaints. This number varies greatly. Four forces recorded fewer than 200 allegations per 1,000 employees and four forces recorded more than 400.

How allegations are finalised

The use of local resolution has continued to rise this year. It was used to deal with 34 per cent of allegations in 2014/15 and 38 per cent in 2015/16). Some forces have significantly increased the use of local resolution, while others have significantly reduced it.

The number of investigations into allegations reduced in 2015/16. In 2014/15, an investigation was carried out in response to 50 per cent of allegations; in 2015/16, this figure was 47 per cent. The way in which allegations are finalised varies considerably between forces. Five forces investigate more than two thirds of the allegations they receive; whereas in seven other forces, two thirds or more were dealt with through informal local resolution. For example, the Metropolitan Police Service investigated 73 per cent of allegations and used local resolution for only 12 per cent of allegations. On the other hand, Sussex Police investigated only eight per cent of allegations and used local resolution for 73 per cent.

Timeliness

The average time taken to finalise local investigations increased from 147 days in 2014/15 to 166 days in 2015/2016. Again, this is subject to considerable local variation. Three forces took, on average, more than a year to finalise local investigations, whereas six averaged six months or under.

Appeals upheld rates

Investigations

On average, police forces upheld 19 per cent of appeals made in response to their own investigations into complaints. However, this varied – ten forces did not uphold any of the investigation appeals they received, and three forces upheld over a third.

The IPCC upheld 41 per cent of appeals it received in 2015/16, which is consistent with the last few years, when the average has been around 40 per cent. However, this varied from force to force – we upheld less than 15 per cent of the appeals relating to five forces and more than half of those relating to six other forces.

The main reason that the IPCC upheld investigation appeals was because we disagreed with the findings of the local police investigation – 592 of 687 upheld appeals (86 per cent) were upheld on this ground, with 329 of these (56 per cent) requiring a further investigation.

Local resolution

On average, police forces upheld 17 per cent of appeals made in response to their local resolution of complaints. However, seven forces did not uphold any of the appeals they received. Of these seven, four did not uphold any appeals made in response to local investigation into a complaint. Three forces upheld more than half of the local resolution appeals they received.

The IPCC assessed 43 appeals against local resolution. This compares to 45 from the previous year. Because local resolution is suitable only for less serious complaints, the IPCC should receive very few local resolution appeals. Such appeals should meet the criteria to be considered by the IPCC only rarely. Indeed, the main reason we upheld local resolution appeals in 2015/16 was because we did not consider the original complaint suitable for local resolution – we upheld 80 per cent (28) of the 35 local resolution appeals we upheld for this reason.

Non-recording

The IPCC deals with all appeals against a force's refusal to record a complaint. Overall, we upheld 40 per cent of these appeals, but again, this varied greatly between forces. We upheld more than half of the non-recording appeals we dealt with for 13 forces. Although the average rate of upholding appeals was 40 per cent, the modal upheld rate was 33 per cent. In 2014/15, the modal upheld rate was 40 per cent and the average rate was 42 per cent, so there has been a marginal improvement in the forces' decisions on recording complaints during 2015/16.

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 - 2015/16*

	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	2015/16
Total recorded in year	34,310	33,099	30,143	30,365	34,863	37,105	34,247
% annual change	8	-4	-9	1	15	6	-8

*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 2015/16 and comparison with previous year*

Police force	2014/15	2015/16	% change from 2014/15
Avon and Somerset	1,322	1,158	-12
Bedfordshire	401	363	-9
British Transport Police	396	350	-12
Cambridgeshire	461	367	-20
Cheshire	579	537	-7
City of London	256	261	2
Cleveland	501	609	22
Cumbria	302	307	2
Derbyshire	454	441	-3
Devon and Cornwall	1,515	1,218	-20
Dorset	453	489	8
Durham	314	399	27
Dyfed-Powys	268	256	-4
Essex	1,153	945	-18
Gloucestershire	438	381	-13
Greater Manchester	1,890	1,616	-14
Gwent	398	325	-18
Hampshire	926	868	-6
Hertfordshire	568	496	-13
Humberside	521	529	2
Kent	1,187	842	-29
Lancashire	1,043	889	-15
Leicestershire	846	689	-19
Lincolnshire	567	549	-3
Merseyside	617	458	-26
Metropolitan	6,828	6,293	-8
Norfolk	449	413	-8
North Wales	473	441	-7
North Yorkshire	517	291	-44
Northamptonshire	434	473	9
Northumbria	1,018	716	-30
Nottinghamshire	1,023	967	-5
South Wales	864	807	-7
South Yorkshire	660	602	-9
Staffordshire	516	410	-21
Suffolk	328	289	-12
Surrey	546	515	-6
Sussex	943	916	-3
Thames Valley	1,305	1,304	0
Warwickshire	200	259	30
West Mercia	513	509	-1
West Midlands	1,145	1,168	2
West Yorkshire	1,255	1,867	49
Wiltshire	712	665	-7
Total	37,105	34,247	-8

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 2015/16 (continues on the next page)*

Police force	2011/12		2012/13		2013/14	
	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
Bedfordshire	229	93	273	96	353	90
British Transport Police	419	94	331	94	418	94
Cambridgeshire	354	96	380	96	384	93
Cheshire	421	92	461	94	568	95
City of London	108	96	123	89	234	95
Cleveland	443	86	481	87	454	85
Cumbria	216	76	271	78	328	74
Derbyshire	581	58	504	92	443	94
Devon and Cornwall	1,048	50	1,228	71	1,364	53
Dorset	363	99	361	95	391	97
Durham	243	71	241	80	303	86
Dyfed-Powys	287	86	331	91	328	92
Essex	838	90	913	93	933	92
Gloucestershire	353	96	276	89	336	70
Greater Manchester	1,021	97	1,204	62	1,536	65
Gwent	330	90	311	86	311	97
Hampshire	819	83	882	84	968	88
Hertfordshire	326	90	433	99	541	96
Humberside	449	90	437	86	541	89
Kent	742	90	962	94	1,200	92
Lancashire	791	77	772	85	875	80
Leicestershire	451	90	465	88	677	86
Lincolnshire	490	90	498	91	510	94
Merseyside	753	84	663	57	695	95
Metropolitan	6,610	84	6,788	62	7,115	65
Norfolk	498	94	376	98	518	97
North Wales	298	91	306	95	330	90
North Yorkshire	496	90	471	87	544	89
Northamptonshire	376	97	371	99	444	100
Northumbria	680	88	401	86	794	82
Nottinghamshire	452	88	576	94	960	97
South Wales	640	95	628	90	721	61
South Yorkshire	419	85	386	86	459	74
Staffordshire	368	92	350	87	310	79
Suffolk	261	78	258	95	381	98
Surrey	648	95	666	95	693	91
Sussex	706	63	750	62	900	67
Thames Valley	1,045	93	954	90	1,043	95
Warwickshire	193	95	174	92	215	67
West Mercia	693	95	674	96	592	74
West Midlands	1,536	80	1,335	74	1,473	66
West Yorkshire	819	96	806	97	1,000	94
Wiltshire	421	96	397	93	489	65
Total	30,139	86	30,364	81	34,861	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 % complaint cases recorded within 10 working days. Therefore they may not match the actual number of recorded complaint cases presented in Table 3.

Table 4: *Complaint cases recorded in time 2011/12 to 2015/16 (continued)*

Police force	2014/15		2015/16	
	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days
Avon and Somerset	1,322	94	1,158	94
Bedfordshire	401	91	363	93
British Transport Police	396	95	350	98
Cambridgeshire	461	90	367	94
Cheshire	579	99	537	96
City of London	256	96	261	94
Cleveland	501	91	609	75
Cumbria	302	80	307	89
Derbyshire	454	91	441	90
Devon and Cornwall	1,515	80	1,218	97
Dorset	453	98	489	93
Durham	314	90	399	94
Dyfed-Powys	268	73	256	94
Essex	1,153	92	945	93
Gloucestershire	438	95	381	92
Greater Manchester	1,890	47	1,616	89
Gwent	398	94	325	88
Hampshire	926	92	868	90
Hertfordshire	568	92	496	95
Humberside	521	77	529	73
Kent	1,187	94	842	88
Lancashire	1,031	82	884	79
Leicestershire	846	85	689	92
Lincolnshire	567	94	549	93
Merseyside	617	98	458	91
Metropolitan	6,828	68	6,293	86
Norfolk	449	96	413	95
North Wales	473	83	441	91
North Yorkshire	517	95	291	85
Northamptonshire	434	97	473	92
Northumbria	1,018	87	716	92
Nottinghamshire	1,023	95	967	95
South Wales	864	60	807	80
South Yorkshire	660	80	602	90
Staffordshire	516	89	410	89
Suffolk	328	96	289	97
Surrey	546	84	515	91
Sussex	943	69	916	77
Thames Valley	1,305	95	1,304	93
Warwickshire	200	84	259	80
West Mercia	513	76	509	80
West Midlands	1,145	44	1,168	73
West Yorkshire	1,255	80	1,867	94
Wiltshire	712	46	665	80
Total	37,093	80	34,242	88

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 % complaint cases recorded within 10 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 2015/16 and comparison with previous year*

Police force	Number of allegations 2014/15	Number of allegations 2015/16	Change in number of allegations	% change from 2014/15 to 2015/16
Avon and Somerset	2,538	2,434	-104	-4
Bedfordshire	925	852	-73	-8
British Transport Police	743	817	74	10
Cambridgeshire	995	751	-244	-25
Cheshire	1,268	1,064	-204	-16
City of London	313	313	0	0
Cleveland	714	776	62	9
Cumbria	519	453	-66	-13
Derbyshire	900	722	-178	-20
Devon and Cornwall	2,582	2,282	-300	-12
Dorset	660	691	31	5
Durham	603	642	39	6
Dyfed-Powys	619	604	-15	-2
Essex	1,796	1,455	-341	-19
Gloucestershire	671	713	42	6
Greater Manchester	4,213	3,665	-548	-13
Gwent	1,067	736	-331	-31
Hampshire	1,605	1,546	-59	-4
Hertfordshire	1,351	1,200	-151	-11
Humberside	1,072	1,136	64	6
Kent	1,697	1,124	-573	-34
Lancashire	1,878	1,967	89	5
Leicestershire	1,580	1,495	-85	-5
Lincolnshire	1,060	912	-148	-14
Merseyside	1,949	1,824	-125	-6
Metropolitan	12,148	12,018	-130	-1
Norfolk	891	774	-117	-13
North Wales	1,040	876	-164	-16
North Yorkshire	996	636	-360	-36
Northamptonshire	920	927	7	1
Northumbria	2,399	1,744	-655	-27
Nottinghamshire	1,759	1,494	-265	-15
South Wales	1,417	1,125	-292	-21
South Yorkshire	1,412	1,170	-242	-17
Staffordshire	1,154	956	-198	-17
Suffolk	648	503	-145	-22
Surrey	1,690	1,581	-109	-6
Sussex	1,286	1,354	68	5
Thames Valley	2,076	1,905	-171	-8
Warwickshire	268	375	107	40
West Mercia	835	728	-107	-13
West Midlands	2,502	2,547	45	2
West Yorkshire	1,897	2,615	718	38
Wiltshire	915	926	11	1
Total	69,571	64,428	-5,143	-7

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 relating to 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 2015/16*

Allegation groupings	Allegation category	N	%
Oppressive behaviour	Serious non-sexual assault	341	1
	Sexual assault	135	0
	Other assault	5,198	8
	Oppressive conduct or harassment	3,710	6
	Unlawful/unnecessary arrest or detention	2,802	4
Malpractice	Irregularity in relation to evidence/perjury	1,103	2
	Corruption or malpractice	637	1
	Mishandling of property	1,865	3
Breach of PACE	Breach of Code A PACE on stop and search	345	1
	Breach of Code B PACE on searching of premises and seizure of property	1,357	2
	Breach of Code C PACE on detention, treatment and questioning	2,870	4
	Breach of Code D PACE on identification procedures	24	0
	Breach of Code E PACE on tape recording	14	0
	Unspecified breaches of PACE which cannot be allocated to a specific code	103	0
Lack of fairness and impartiality	Lack of fairness and impartiality	3,523	5
Discriminatory behaviour	Discriminatory behaviour	1,584	2
Other neglect of duty	Other neglect or failure in duty	22,796	35
Incivility	Incivility, impoliteness and intolerance	8,227	13
Traffic	Traffic irregularity	614	1
Other	Other irregularity in procedure	2,641	4
	Improper access and/or disclosure of information	1,412	2
	Other sexual conduct	61	0
	Other	1,732	3
Direction and control	General policing standards	389	1
	Operational management decisions	261	0
	Operational policing policies	382	1
	Organisational decisions	302	0
Total allegations		64,428	100

Table 7: *Number of allegations recorded per 1,000 employees in 2015/16*

Police force	Allegations recorded against employees only	Number of employees*	Allegations per 1,000 employees
Avon and Somerset	2,393	5,459	438
Bedfordshire	835	2,301	363
British Transport Police	817	4,901	167
Cambridgeshire	740	2,570	288
Cheshire	1,051	3,772	279
City of London	148	1,217	122
Cleveland	731	1,739	420
Cumbria	395	1,970	201
Derbyshire	701	3,451	203
Devon and Cornwall	2,163	5,719	378
Dorset	687	2,574	267
Durham	638	2,246	284
Dyfed-Powys	600	2,006	299
Essex	1,453	5,511	264
Gloucestershire	713	2,019	353
Greater Manchester	3,626	11,770	308
Gwent	698	2,187	319
Hampshire	1,513	5,475	276
Hertfordshire	1,182	3,694	320
Humberside	1,111	3,593	309
Kent	1,088	5,843	186
Lancashire	1,932	5,229	369
Leicestershire	1,458	3,697	394
Lincolnshire	856	1,789	478
Merseyside	1,802	6,260	288
Metropolitan	11,940	48,641	245
Norfolk	758	3,023	251
North Wales	836	2,746	304
North Yorkshire	624	2,756	226
Northamptonshire	889	2,610	341
Northumbria	1,720	5,474	314
Nottinghamshire	1,459	3,941	370
South Wales	1,083	5,155	210
South Yorkshire	1,117	5,215	214
Staffordshire	939	3,492	269
Suffolk	499	2,364	211
Surrey	1,579	3,802	415
Sussex	1,320	5,375	246
Thames Valley	1,890	8,246	229
Warwickshire	368	1,732	212
West Mercia	714	3,980	179
West Midlands	2,488	11,275	221
West Yorkshire	2,595	9,124	284
Wiltshire	849	2,197	386
Total	62,998	228,140	276

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 2015

Table 8: Means by which allegations were finalised in 2015/16

Police force	Investigation		Withdrawn		Disapplication		Dispensation		Discontinuance		Local resolution		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Avon and Somerset	1,103	46	103	4	132	5	0	0	12	0	1,056	44	0	0	2,406
Bedfordshire	200	27	33	4	47	6	0	0	2	0	459	62	0	0	741
British Transport Police	641	80	44	5	4	0	33	4	1	0	83	10	0	0	806
Cambridgeshire	360	40	47	5	25	3	0	0	16	2	441	50	0	0	889
Cheshire	399	39	65	6	16	2	0	0	16	2	527	52	0	0	1,023
City of London	65	28	5	2	1	0	0	0	1	0	160	69	0	0	232
Cleveland	122	15	22	3	18	2	0	0	33	4	635	77	0	0	830
Cumbria	239	48	13	3	53	11	0	0	2	0	192	38	0	0	499
Derbyshire	319	42	34	4	18	2	0	0	45	6	352	46	0	0	768
Devon and Cornwall	1,245	53	235	10	102	4	7	0	2	0	766	32	0	0	2,357
Dorset	215	33	62	9	70	11	1	0	27	4	282	43	0	0	657
Durham	221	38	53	9	30	5	0	0	0	0	284	48	0	0	588
Dyfed-Powys	374	66	65	11	73	13	0	0	3	1	54	9	0	0	569
Essex	457	38	210	17	56	5	0	0	0	0	493	41	0	0	1,216
Gloucestershire	154	21	22	3	61	8	0	0	8	1	486	66	0	0	731
Greater Manchester	304	10	281	9	213	7	0	0	83	3	2,027	68	87	3	2,995
Gwent	592	56	116	11	66	6	0	0	0	0	281	27	0	0	1,055
Hampshire	1,062	71	93	6	8	1	0	0	6	0	337	22	0	0	1,506
Hertfordshire	335	28	120	10	59	5	0	0	9	1	675	56	0	0	1,198
Humberside	178	25	72	10	51	7	0	0	2	0	416	58	0	0	719
Kent	794	59	156	12	63	5	0	0	1	0	330	25	1	0	1,345
Lancashire	337	18	302	16	79	4	1	0	20	1	1,143	60	15	1	1,897
Leicestershire	719	38	206	11	98	5	0	0	31	2	856	45	0	0	1,910
Lincolnshire	396	51	77	10	23	3	4	1	0	0	281	36	0	0	781
Merseyside	713	50	68	5	125	9	0	0	1	0	523	37	0	0	1,430
Metropolitan	8,839	73	685	6	1,085	9	13	0	54	0	1,445	12	0	0	12,121
Norfolk	332	65	23	5	15	3	0	0	11	2	130	25	0	0	511
North Wales	594	59	70	7	68	7	0	0	5	1	262	26	0	0	999
North Yorkshire	112	18	32	5	66	10	0	0	0	0	424	67	0	0	634
Northamptonshire	463	52	46	5	17	2	0	0	35	4	332	37	0	0	893
Northumbria	1,092	55	102	5	173	9	0	0	21	1	594	30	0	0	1,982
Nottinghamshire	196	12	136	8	152	9	0	0	15	1	1,174	70	0	0	1,673
South Wales	667	56	238	20	61	5	0	0	23	2	202	17	0	0	1,191
South Yorkshire	252	24	71	7	67	6	1	0	9	1	634	61	0	0	1,034
Staffordshire	652	62	110	11	15	1	0	0	1	0	269	26	0	0	1,047
Suffolk	238	57	23	5	12	3	0	0	17	4	131	31	0	0	421
Surrey	1,001	58	65	4	72	4	0	0	50	3	546	31	0	0	1,734
Sussex	98	8	92	7	157	12	1	0	0	0	942	73	0	0	1,290
Thames Valley	885	43	107	5	50	2	0	0	71	3	961	46	0	0	2,074
Warwickshire	198	70	14	5	8	3	0	0	6	2	55	20	0	0	281
West Mercia	424	62	56	8	18	3	0	0	28	4	154	23	0	0	680
West Midlands	1,465	69	173	8	121	6	0	0	28	1	349	16	0	0	2,136
West Yorkshire	539	23	127	5	95	4	4	0	16	1	1,610	67	0	0	2,391
Wiltshire	255	30	61	7	31	4	0	0	40	5	461	54	0	0	848
Total	29,846	47	4,735	8	3,774	6	65	0	751	1	23,814	38	103	0	63,088

Table 9: *Time taken to finalise allegations in 2015/16*

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	52	1,044	144	1,098	0	0
Bedfordshire	74	459	211	187	339	12
British Transport Police	30	83	109	636	0	0
Cambridgeshire	79	441	136	360	0	0
Cheshire	55	527	105	395	0	0
City of London	28	160	159	65	0	0
Cleveland	56	635	399	104	0	0
Cumbria	35	192	138	239	0	0
Derbyshire	53	350	144	319	0	0
Devon and Cornwall	51	766	159	1,231	246	7
Dorset	43	282	126	215	0	0
Durham	55	283	122	221	0	0
Dyfed-Powys	79	54	234	374	0	0
Essex	75	492	147	446	132	5
Gloucestershire	63	486	149	151	0	0
Greater Manchester	81	2,016	159	300	0	0
Gwent	51	281	207	592	0	0
Hampshire	83	337	131	1,062	0	0
Hertfordshire	97	675	235	335	0	0
Humberside	110	416	174	178	0	0
Kent	77	328	199	789	344	1
Lancashire	97	1,142	147	329	0	0
Leicestershire	113	855	328	716	0	0
Lincolnshire	55	281	131	396	0	0
Merseyside	64	523	201	711	0	0
Metropolitan	60	1,377	146	5,671	664	53
Norfolk	59	130	115	331	0	0
North Wales	65	262	189	582	257	2
North Yorkshire	66	424	178	112	0	0
Northamptonshire	51	332	135	457	0	0
Northumbria	45	594	156	1,090	656	1
Nottinghamshire	69	1,174	213	185	429	8
South Wales	66	198	169	586	789	78
South Yorkshire	62	634	136	241	0	0
Staffordshire	49	269	132	649	0	0
Suffolk	57	131	107	238	0	0
Surrey	64	545	190	998	309	2
Sussex	57	885	261	98	0	0
Thames Valley	68	961	134	881	242	4
Warwickshire	105	53	227	192	951	1
West Mercia	116	154	234	421	0	0
West Midlands	73	348	202	1,410	330	14
West Yorkshire	39	1,606	165	534	248	3
Wiltshire	106	461	203	249	0	0
Total	68	23,646	166	26,374	607	191

*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: *Time taken to finalise complaint cases in 2015/16*

Police force	Number of complaint cases finalised*	Average number of days to finalise complaint cases (NOT inc sub judice)	Average number of days to finalise complaint cases (inc sub judice)
Avon and Somerset	1,131	79	79
Bedfordshire	356	114	126
British Transport Police	326	87	101
Cambridgeshire	427	100	113
Cheshire	520	70	79
City of London	213	53	54
Cleveland	634	58	63
Cumbria	326	80	96
Derbyshire	435	110	110
Devon and Cornwall	1,265	95	104
Dorset	467	58	73
Durham	352	60	67
Dyfed-Powys	224	133	157
Essex	963	170	174
Gloucestershire	444	109	119
Greater Manchester	1,452	92	94
Gwent	399	135	148
Hampshire	925	91	95
Hertfordshire	534	103	120
Humberside	451	105	113
Kent	1,004	148	150
Lancashire	806	101	110
Leicestershire	1,084	201	205
Lincolnshire	475	90	99
Merseyside	453	109	119
Metropolitan	6,066	113	127
Norfolk	344	119	132
North Wales	484	101	107
North Yorkshire	328	96	106
Northamptonshire	427	70	83
Northumbria	862	98	103
Nottinghamshire	1,057	101	108
South Wales	980	150	153
South Yorkshire	593	80	88
Staffordshire	454	78	83
Suffolk	262	106	128
Surrey	615	101	119
Sussex	971	86	92
Thames Valley	1,410	106	114
Warwickshire	174	143	164
West Mercia	401	136	159
West Midlands	1,082	157	168
West Yorkshire	1,522	63	71
Wiltshire	644	122	127
Total	34,342	107	116

*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 11: *Appeals received and completed by chief officers in 2014/15 and 2015/16*

Appeal type	2014/15	2015/16
Force investigation appeals		
Received	1,898	1,521
Valid completed	1,563	1,356
Upheld	302	260
% Upheld	19	19
Force local resolution appeals		
Received	1,507	1,806
Valid completed	1,305	1,509
Upheld	214	256
% Upheld	16	17
Force disapplication appeals		
Received	409	402
Valid completed	340	392
Upheld	24	34
% Upheld	7	9
Force discontinuance appeals		
Received	12	7
Valid completed	4	6
Upheld	1	2
% Upheld	25	33
Total force appeals		
Received	3,826	3,736
Valid completed	3,212	3,263
Upheld	541	552
% Upheld	17	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 12: *Appeals received by chief officers in 2015/16*

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	6	6	91	88	7	7	0	0	104
Bedfordshire	1	2	43	93	2	4	0	0	46
Cambridgeshire	4	8	47	89	2	4	0	0	53
Cheshire	36	50	32	44	4	6	0	0	72
City of London	6	100	0	0	0	0	0	0	6
Cleveland	2	4	46	92	1	2	1	2	50
Cumbria	21	50	19	45	2	5	0	0	42
Derbyshire	19	33	35	61	2	4	1	2	57
Devon and Cornwall	95	60	48	30	16	10	0	0	159
Dorset	22	42	23	43	8	15	0	0	53
Durham	25	58	13	30	5	12	0	0	43
Dyfed-Powys	26	81	2	6	3	9	1	3	32
Essex	71	75	19	20	5	5	0	0	95
Gloucestershire	4	8	44	88	2	4	0	0	50
Greater Manchester	1	0	181	84	33	15	0	0	215
Gwent	28	60	15	32	4	9	0	0	47
Hampshire	132	88	15	10	3	2	0	0	150
Hertfordshire	1	1	73	97	1	1	0	0	75
Humberside	18	30	39	65	3	5	0	0	60
Kent	35	40	30	34	23	26	0	0	88
Lancashire	3	3	110	92	7	6	0	0	120
Leicestershire	3	5	51	80	10	16	0	0	64
Lincolnshire	37	69	14	26	3	6	0	0	54
Merseyside	37	41	47	52	7	8	0	0	91
Metropolitan	208	64	66	20	51	16	0	0	325
Norfolk	34	57	17	28	8	13	1	2	60
North Wales	33	60	6	11	15	27	1	2	55
North Yorkshire	4	15	21	81	1	4	0	0	26
Northamptonshire	26	55	17	36	3	6	1	2	47
Northumbria	55	45	37	31	29	24	0	0	121
Nottinghamshire	1	1	97	77	28	22	0	0	126
South Wales	24	67	6	17	6	17	0	0	36
South Yorkshire	6	11	45	79	6	11	0	0	57
Staffordshire	43	73	16	27	0	0	0	0	59
Suffolk	31	57	16	30	7	13	0	0	54
Surrey	48	62	24	31	5	6	0	0	77
Sussex	0	0	120	79	32	21	0	0	152
Thames Valley	154	66	67	29	13	6	1	0	235
Warwickshire	20	83	2	8	2	8	0	0	24
West Mercia	43	75	12	21	2	4	0	0	57
West Midlands	110	77	9	6	23	16	0	0	142
West Yorkshire	41	18	175	75	17	7	0	0	233
Wiltshire	7	29	16	67	1	4	0	0	24
Total	1,521	41	1,806	48	402	11	7	0	3,736

'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 13: *Outcome of appeals completed by chief officers in 2015/16 (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	4	0	0	58	14	24	5	0	0
Bedfordshire	1	0	0	42	7	17	2	0	0
Cambridgeshire	5	2	40	46	6	13	2	0	0
Cheshire	32	4	13	31	1	3	4	0	0
City of London	6	0	0	0	0	-	0	0	-
Cleveland	2	0	0	31	7	23	0	0	-
Cumbria	21	0	0	10	0	0	2	0	0
Derbyshire	14	1	7	24	3	13	1	0	0
Devon and Cornwall	69	7	10	41	6	15	12	0	0
Dorset	20	4	20	19	6	32	5	0	0
Durham	31	0	0	12	0	0	5	0	0
Dyfed-Powys	29	5	17	2	1	50	5	1	20
Essex	38	9	24	12	1	8	2	0	0
Gloucestershire	4	0	0	41	0	0	1	0	0
Greater Manchester	0	0	-	147	29	20	34	2	6
Gwent	24	2	8	11	2	18	3	1	33
Hampshire	121	11	9	12	0	0	1	0	0
Hertfordshire	0	0	-	70	10	14	0	0	-
Humberside	20	0	0	27	1	4	5	0	0
Kent	33	6	18	23	6	26	19	1	5
Lancashire	0	0	-	59	8	14	10	1	10
Leicestershire	12	3	25	29	6	21	5	1	20
Lincolnshire	41	8	20	13	7	54	2	0	0
Merseyside	36	11	31	45	5	11	5	0	0
Metropolitan	130	56	43	56	27	48	84	12	14
Norfolk	34	7	21	18	5	28	6	0	0
North Wales	30	8	27	6	0	0	12	1	8
North Yorkshire	6	1	17	21	2	10	1	0	0
Northamptonshire	23	9	39	14	1	7	3	1	33
Northumbria	58	9	16	35	2	6	23	3	13
Nottinghamshire	0	0	-	92	23	25	23	2	9
South Wales	20	0	0	6	0	0	5	1	20
South Yorkshire	6	0	0	44	6	14	6	0	0
Staffordshire	28	3	11	12	6	50	0	0	-
Suffolk	42	5	12	14	4	29	7	0	0
Surrey	50	11	22	23	7	30	6	1	17
Sussex	0	0	-	105	17	16	32	1	3
Thames Valley	143	23	16	51	16	31	13	0	0
Warwickshire	10	2	20	1	1	100	1	0	0
West Mercia	24	5	21	8	0	0	1	0	0
West Midlands	118	35	30	8	5	63	22	5	23
West Yorkshire	63	11	17	173	3	2	16	0	0
Wiltshire	8	2	25	17	5	29	1	0	0
Total	1,356	260	19	1,509	256	17	392	34	9

Table 13: *Outcome of appeals completed by chief officers in 2015/16 (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	-	67	14	21
Bedfordshire	0	0	-	45	7	16
Cambridgeshire	0	0	-	53	8	15
Cheshire	0	0	-	67	5	7
City of London	0	0	-	6	0	0
Cleveland	0	0	-	33	7	21
Cumbria	0	0	-	33	0	0
Derbyshire	1	1	100	40	5	13
Devon and Cornwall	1	1	100	123	14	11
Dorset	0	0	-	44	10	23
Durham	0	0	-	48	0	0
Dyfed-Powys	0	0	-	36	7	19
Essex	0	0	-	52	10	19
Gloucestershire	0	0	-	46	0	0
Greater Manchester	0	0	-	181	31	17
Gwent	0	0	-	38	5	13
Hampshire	0	0	-	134	11	8
Hertfordshire	0	0	-	70	10	14
Humberside	0	0	-	52	1	2
Kent	0	0	-	75	13	17
Lancashire	0	0	-	69	9	13
Leicestershire	0	0	-	46	10	22
Lincolnshire	0	0	-	56	15	27
Merseyside	0	0	-	86	16	19
Metropolitan	1	0	0	271	95	35
Norfolk	1	0	0	59	12	20
North Wales	1	0	0	49	9	18
North Yorkshire	0	0	-	28	3	11
Northamptonshire	0	0	-	40	11	28
Northumbria	0	0	-	116	14	12
Nottinghamshire	0	0	-	115	25	22
South Wales	0	0	-	31	1	3
South Yorkshire	0	0	-	56	6	11
Staffordshire	0	0	-	40	9	23
Suffolk	0	0	-	63	9	14
Surrey	0	0	-	79	19	24
Sussex	0	0	-	137	18	13
Thames Valley	1	0	0	208	39	19
Warwickshire	0	0	-	12	3	25
West Mercia	0	0	-	33	5	15
West Midlands	0	0	-	148	45	30
West Yorkshire	0	0	-	252	14	6
Wiltshire	0	0	-	26	7	27
Total	6	2	33	3,263	552	17

Table 14: *Appeals received and completed by the IPCC 2008/09 to 2015/16*

Appeal type	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
IPCC investigation appeals								
Received	2,684	3,631	4,453	4,539	4,620	2,407	2,035	1,950
Valid completed	2,402	2,928	4,259	3,526	3,243	3,193	2,426	1,669
Upheld	528	603	971	1,095	1,294	1,412	951	687
% Upheld	22	21	23	31	40	44	39	41
IPCC local resolution appeals								
Received	473	566	532	426	372	97	73	76
Valid completed	442	449	474	312	280	67	45	43
Upheld	149	150	156	109	117	43	29	35
% Upheld	34	33	33	35	42	64	64	81
IPCC non-recording appeals								
Received	811	1,160	1,188	1,374	1,210	1,503	1,696	1,529
Valid completed	706	932	1,105	1,088	908	1,252	1,333	1,188
Upheld	349	499	639	662	517	614	557	473
% Upheld	49	54	58	61	57	49	42	40
IPCC disapplication appeals								
Received	-	-	-	-	1	65	110	116
Valid completed	-	-	-	-	0	51	97	96
Upheld	-	-	-	-	0	11	19	24
% Upheld	-	-	-	-	-	22	20	25
IPCC discontinuance appeals								
Received	-	-	-	-	0	7	9	10
Valid completed	-	-	-	-	0	1	1	3
Upheld	-	-	-	-	0	1	0	0
% Upheld	-	-	-	-	-	100	0	0
Total IPCC appeals								
Received	3,968	5,357	6,173	6,339	6,203	4,079	3,923	3,681
Valid completed	3,550	4,309	5,838	4,926	4,431	4,564	3,902	2,999
Upheld	1,026	1,252	1,766	1,866	1,928	2,081	1,556	1,219
% Upheld	29	29	30	38	44	46	40	41

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 15: *Appeals received by the IPCC in 2015/16*

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	%	N
Avon and Somerset	75	66	2	2	31	27	6	5	0	0	114
Bedfordshire	17	50	0	0	17	50	0	0	0	0	34
British Transport Police	49	94	0	0	3	6	0	0	0	0	52
Cambridgeshire	21	58	1	3	14	39	0	0	0	0	36
Cheshire	6	25	0	0	18	75	0	0	0	0	24
City of London	5	19	0	0	21	81	0	0	0	0	26
Cleveland	7	27	0	0	18	69	1	4	0	0	26
Cumbria	9	50	0	0	8	44	0	0	1	6	18
Derbyshire	27	40	0	0	40	59	1	1	0	0	68
Devon and Cornwall	46	50	2	2	43	47	0	0	1	1	92
Dorset	9	38	0	0	14	58	1	4	0	0	24
Durham	17	44	1	3	19	49	2	5	0	0	39
Dyfed-Powys	24	57	1	2	17	40	0	0	0	0	42
Essex	19	33	1	2	36	63	1	2	0	0	57
Gloucestershire	12	55	0	0	10	45	0	0	0	0	22
Greater Manchester	59	46	8	6	53	41	7	5	2	2	129
Gwent	16	62	3	12	7	27	0	0	0	0	26
Hampshire	47	48	4	4	45	46	0	0	2	2	98
Hertfordshire	31	58	1	2	19	36	2	4	0	0	53
Humberside	14	30	1	2	27	59	4	9	0	0	46
Kent	79	58	3	2	52	38	2	1	0	0	136
Lancashire	24	42	1	2	32	56	0	0	0	0	57
Leicestershire	56	66	1	1	24	28	4	5	0	0	85
Lincolnshire	6	25	0	0	18	75	0	0	0	0	24
Merseyside	34	41	2	2	41	49	6	7	0	0	83
Metropolitan	707	66	13	1	284	26	73	7	1	0	1,078
Norfolk	25	35	1	1	45	63	0	0	0	0	71
North Wales	21	60	1	3	12	34	0	0	1	3	35
North Yorkshire	13	33	1	3	22	56	3	8	0	0	39
Northamptonshire	13	46	1	4	14	50	0	0	0	0	28
Northumbria	78	60	2	2	49	38	0	0	1	1	130
Nottinghamshire	18	50	0	0	18	50	0	0	0	0	36
South Wales	72	62	0	0	45	38	0	0	0	0	117
South Yorkshire	33	51	1	2	31	48	0	0	0	0	65
Staffordshire	31	55	0	0	24	43	1	2	0	0	56
Suffolk	6	19	0	0	25	81	0	0	0	0	31
Surrey	48	63	1	1	25	33	1	1	1	1	76
Sussex	8	21	3	8	28	72	0	0	0	0	39
Thames Valley	24	29	2	2	58	69	0	0	0	0	84
Warwickshire	9	35	0	0	17	65	0	0	0	0	26
West Mercia	34	60	0	0	23	40	0	0	0	0	57
West Midlands	42	39	0	0	67	61	0	0	0	0	109
West Yorkshire	43	26	18	11	104	63	0	0	0	0	165
Wiltshire	16	57	0	0	11	39	1	4	0	0	28
Total	1,950	53	76	2	1,529	42	116	3	10	0	3,681

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

Table 16: *Outcome of appeals completed by the IPCC in 2015/16 (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	77	32	42	1	1	100	21	13	62
Bedfordshire	14	2	14	0	0	-	11	5	45
British Transport Police	41	16	39	0	0	-	1	0	0
Cambridgeshire	19	4	21	1	0	0	14	5	36
Cheshire	6	4	67	0	0	-	13	6	46
City of London	2	0	0	0	0	-	19	4	21
Cleveland	7	4	57	0	0	-	14	10	71
Cumbria	6	2	33	0	0	-	6	4	67
Derbyshire	21	6	29	1	0	0	34	10	29
Devon and Cornwall	41	16	39	2	2	100	43	24	56
Dorset	6	2	33	0	0	-	11	7	64
Durham	15	4	27	0	0	-	14	2	14
Dyfed-Powys	20	9	45	1	1	100	18	6	33
Essex	15	5	33	0	0	-	30	9	30
Gloucestershire	14	2	14	0	0	-	7	0	0
Greater Manchester	49	22	45	5	4	80	38	16	42
Gwent	14	5	36	3	2	67	7	4	57
Hampshire	39	9	23	1	1	100	35	8	23
Hertfordshire	27	3	11	0	0	-	11	2	18
Humberside	11	5	45	2	1	50	15	5	33
Kent	66	26	39	1	1	100	33	12	36
Lancashire	13	4	31	1	1	100	20	16	80
Leicestershire	48	11	23	0	0	-	19	7	37
Lincolnshire	5	2	40	0	0	-	13	4	31
Merseyside	39	15	38	2	2	100	47	12	26
Metropolitan	590	272	46	9	8	89	209	66	32
Norfolk	21	7	33	0	0	-	36	14	39
North Wales	17	4	24	1	0	0	9	3	33
North Yorkshire	13	4	31	0	0	-	15	6	40
Northamptonshire	9	4	44	1	1	100	15	6	40
Northumbria	75	40	53	1	1	100	39	16	41
Nottinghamshire	13	3	23	0	0	-	12	6	50
South Wales	75	48	64	0	0	-	36	19	53
South Yorkshire	25	6	24	0	0	-	26	9	35
Staffordshire	20	2	10	0	0	-	18	12	67
Suffolk	3	1	33	0	0	-	20	6	30
Surrey	39	19	49	0	0	-	16	6	38
Sussex	10	5	50	0	0	-	18	6	33
Thames Valley	24	12	50	2	2	100	51	19	37
Warwickshire	10	3	30	0	0	-	13	8	62
West Mercia	27	14	52	0	0	-	21	5	24
West Midlands	40	10	25	0	0	-	57	29	51
West Yorkshire	31	17	55	8	7	88	76	40	53
Wiltshire	12	6	50	0	0	-	7	6	86
Total	1,669	687	41	43	35	81	1,188	473	40

Table 16: *Outcome of appeals completed by the IPCC in 2015/16 (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	6	3	50	0	0	-	105	49	47
Bedfordshire	0	0	-	0	0	-	25	7	28
British Transport Police	0	0	-	0	0	-	42	16	38
Cambridgeshire	2	0	0	0	0	-	36	9	25
Cheshire	0	0	-	0	0	-	19	10	53
City of London	0	0	-	0	0	-	21	4	19
Cleveland	1	1	100	0	0	-	22	15	68
Cumbria	0	0	-	0	0	-	12	6	50
Derbyshire	0	0	-	0	0	-	56	16	29
Devon and Cornwall	0	0	-	0	0	-	86	42	49
Dorset	1	1	100	0	0	-	18	10	56
Durham	1	0	0	0	0	-	30	6	20
Dyfed-Powys	0	0	-	0	0	-	39	16	41
Essex	1	1	100	0	0	-	46	15	33
Gloucestershire	0	0	-	0	0	-	21	2	10
Greater Manchester	7	1	14	2	0	0	101	43	43
Gwent	0	0	-	0	0	-	24	11	46
Hampshire	0	0	-	0	0	-	75	18	24
Hertfordshire	1	0	0	0	0	-	39	5	13
Humberside	3	1	33	0	0	-	31	12	39
Kent	1	1	100	0	0	-	101	40	40
Lancashire	0	0	-	0	0	-	34	21	62
Leicestershire	2	0	0	0	0	-	69	18	26
Lincolnshire	0	0	-	0	0	-	18	6	33
Merseyside	5	0	0	0	0	-	93	29	31
Metropolitan	60	15	25	0	0	-	868	361	42
Norfolk	0	0	-	0	0	-	57	21	37
North Wales	0	0	-	0	0	-	27	7	26
North Yorkshire	2	0	0	0	0	-	30	10	33
Northamptonshire	0	0	-	0	0	-	25	11	44
Northumbria	0	0	-	0	0	-	115	57	50
Nottinghamshire	0	0	-	0	0	-	25	9	36
South Wales	0	0	-	0	0	-	111	67	60
South Yorkshire	0	0	-	0	0	-	51	15	29
Staffordshire	0	0	-	0	0	-	38	14	37
Suffolk	0	0	-	0	0	-	23	7	30
Surrey	1	0	0	1	0	0	57	25	44
Sussex	0	0	-	0	0	-	28	11	39
Thames Valley	0	0	-	0	0	-	77	33	43
Warwickshire	0	0	-	0	0	-	23	11	48
West Mercia	0	0	-	0	0	-	48	19	40
West Midlands	0	0	-	0	0	-	97	39	40
West Yorkshire	1	0	0	0	0	-	116	64	55
Wiltshire	1	0	0	0	0	-	20	12	60
Total	96	24	25	3	0	0	2,999	1,219	41

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 17: *Gender of complainants 2015/16*

Gender	2014/15		2015/16		Percentage change from 2014/15
	N	%	N	%	
Female	13,921	37	12,986	37	0%
Male	23,116	62	21,236	61	-1%
Other	81	0	99	0	0%
Prefer not to say	1	0	0	0	0%
Unknown	396	1	365	1	0%
Total	37,515	100	34,686	100	

Table 18: *Ethnicity of complainants 2015/16*

Ethnicity	2014/15		2015/16		Percentage change from 2014/15
	N	%	N	%	
Asian	1,821	5	1,811	5	0%
Black	1,631	4	1,540	4	0%
White	18,871	50	16,714	48	-2%
Other	833	2	786	2	0%
Not stated	13,136	35	12,632	36	1%
Unknown	1,223	3	1,203	3	0%
Total	37,515	100	34,686	100	

Table 19: *Age of complainants 2015/16*

Age group	2014/15		2015/16		Percentage change from 2014/15
	N	%	N	%	
17 & below	256	1	244	1	0%
18-29	5,328	14	4,982	14	0%
30-39	6,019	16	5,961	17	1%
40-49	6,847	18	6,314	18	0%
50-59	4,878	13	4,881	14	1%
60+	2,975	8	2,820	8	0%
Unknown	11,212	30	9,484	27	-3%
Total	37,515	100	34,686	100	

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

Tables 17 to 19: complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.

Table 20: *Status of those subject to a complaint 2015/16*

Status	N	%
Police officer ranks	33,450	87
Police staff including traffic wardens	3,081	8
Community support officers	1,051	3
Contracted staff	134	0
Special constables	543	1
Total	38,259	100

The total number of subjects in table 20 will not match the figures in tables 21 and 22. 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 21: *Gender of those subject to a complaint 2015/16*

Gender	N	%
Female	10,293	27
Male	27,046	71
Other	17	0
Unknown	658	2
Total	38,014	100

Table 22: *Ethnicity of those subject to complaint 2015/16*

Ethnicity	N	%
White	32,173	85
Asian	993	3
Black	532	1
Other	650	2
Not stated	762	2
Unknown	2,904	8
Total	38,014	100

Tables 21 and 22: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

Annex A: glossary of terms

The following terms are listed in the order they appear in the text of this report, which 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 category¹⁴.

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 investigation¹⁵.
- *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.

¹⁴ 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 on this webpage: www.ipcc.gov.uk/page/statutory-guidance.

¹⁵ The test to determine who should deal with an appeal is set out in section 13 of the IPCC’s Statutory Guidance (2015) (see link above). ‘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.

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 complaint¹⁶. 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.

Chief officer: ‘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).

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 (2013).

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

¹⁶ 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) (see link on page 18).

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.

Independent Police Complaints Commission (IPCC)
90 High Holborn
London
WC1V 6BH
Tel: 0300 020 0096
Email: enquiries@ipcc.gsi.gov.uk
Website: www.ipcc.gov.uk

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