

Police complaints:



Statistics for England and Wales 2016/17

Acknowledgements

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1. Introduction

This report presents figures on complaints recorded about the police in England and Wales in 2016/17. 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 only handling 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 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.



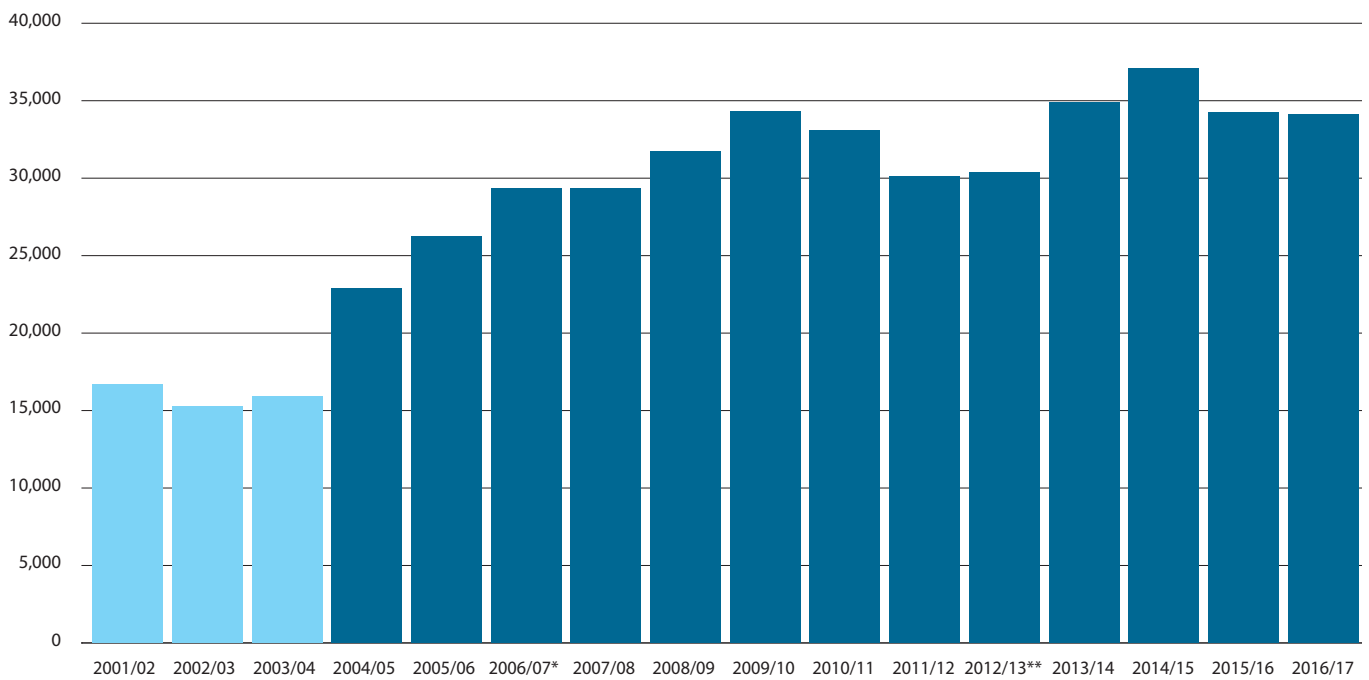
2. Findings

Complaint cases recorded

The number of complaint cases recorded in 2016/17 was comparable to the number recorded in 2015/16. Police forces continue to record the majority of complaints within the ten working day target.

- Forces recorded a total of **34,103 complaint cases** in 2016/17 – a number similar to 2015/16 (figure 1 and table 2).
- In just over a third of forces, there was a decrease in the number of complaint cases recorded (table 3).

Figure 1: *Complaint cases recorded 2001/02 – 2016/17*



*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 (table 4). Timeliness of recording complaint cases within ten working days decreased in 2016/17 – 84 per cent of complaint cases were recorded within ten working days compared to 88 per cent in 2015/16.

- The majority of forces recorded more than 80% of their complaints within ten working days.
- Twenty-two forces reported either, that they had recorded the same proportion of complaints on time as in 2015/16 or, an improvement on their figures from 2015/16.

² Information about the initial recording of a complaint is available in section 3 of our Statutory Guidance (2015) (see link on page 1).



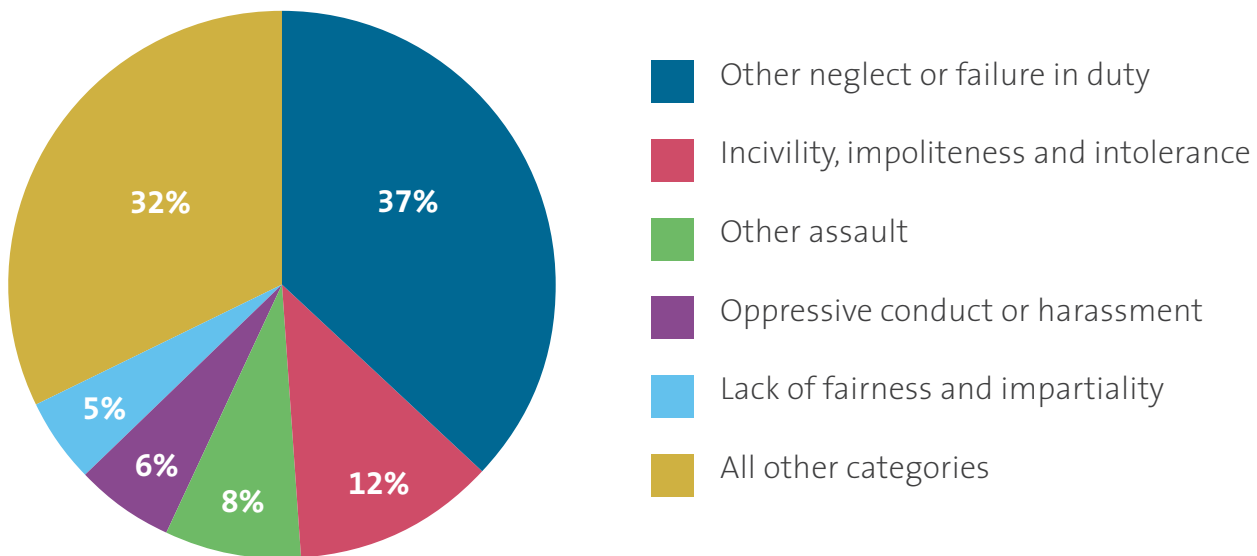
Allegations recorded

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

In 2016/17, the number of allegations recorded decreased. The nature of the most common allegations made was the same as in the previous year.

- During 2016/17, a total of **63,752 allegations were recorded**. This is a 1% decrease compared to the previous year (table 5).
- The five most commonly recorded allegation categories remain the same as in 2015/16 and account for 68% of all the allegations recorded in 2016/17 (figure 2 and table 6).
- The most common allegation was recorded under the ‘other neglect or failure in duty’. This category accounted for 37% of all the allegations recorded in 2016/17; a similar proportion compared to 2015/16.
- Direction and control allegations accounted for 2% of all allegations recorded in 2016/17, an increase compared to 2015/16⁴.

Figure 2: *Allegations recorded in 2016/17 by category*



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

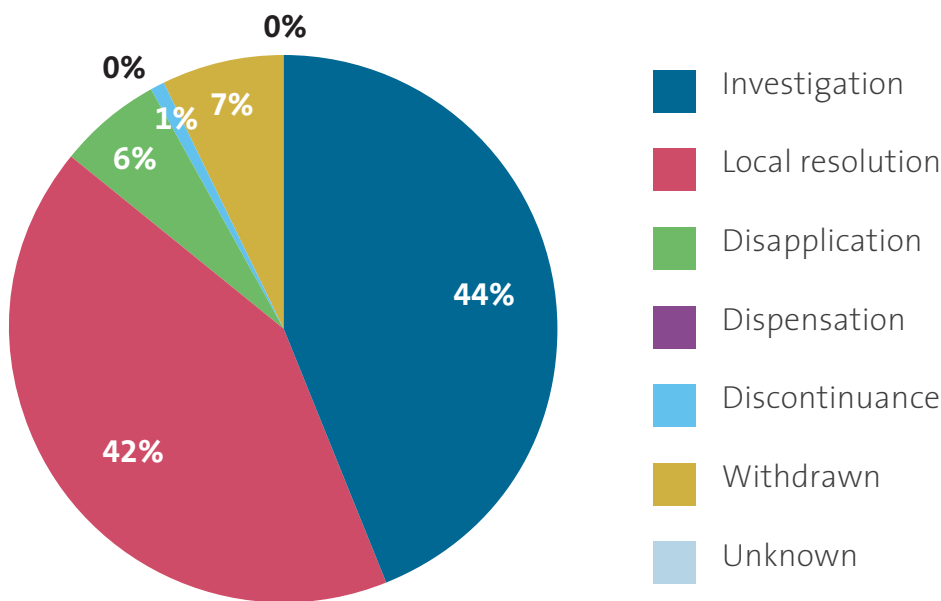
- In 2016/17, **279 allegations per 1,000 employees** across all forces were recorded compared to 276 in 2015/16 (table 7).
- Allegation rates across police forces ranged from 133 to 512 per 1,000 employees. Seven

of the highest ten forces in 2016/17 were also in the highest ten forces in 2015/16 and eight of the lowest ten forces in 2016/17 were in the lowest ten forces in 2015/16. The changes in the numbers of allegations per 1,000 employees varied from an increase of 119 allegations in Humberside Police to a decrease of 88 allegations in Avon and Somerset Constabulary.

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.

Figure 3. *Allegations finalised in 2016/17 by means*

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 2016/17, forces finalised **60,249** allegations (table 8). Investigation continued to be the most common way of dealing with an allegation, although the proportion investigated in 2016/17 decreased slightly, continuing a trend seen in previous years. The proportion of allegations locally resolved or not proceeded with increased slightly in 2016/17.

- 44% of allegations finalised in 2016/17 were investigated and 42% were locally resolved. This compares to 47% and 38%, respectively, in 2015/16.

However, there were very significant variations between forces. Six forces finalised 60 per cent or more allegations through a formal investigation, whereas 11 dealt with 60 per cent or more through local resolution (table 8).

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).



Allegation timeliness

Key indicators: overall in 2016/17, the length of time taken to deal with allegations was similar to 2015/16 (table 9).

- On average, it took eight months (**166 working days**) to locally investigate an allegation; the same as in 2015/16.
- There were considerable variations between forces, from an average of 94 days for British Transport Police to an average of 316 days for Northamptonshire.
- Eighteen police forces took longer to locally investigate allegations in 2016/17 than in 2015/16. Twenty six forces improved their timeliness for locally investigating allegations, and there were a number of forces who made significant improvements.
- For allegations finalised by local resolution, it took forces an average of more than 13 weeks (67 working days) to resolve the allegation; similar to the time it took in 2015/16 (68 working days).
- Nineteen police forces took longer to locally resolve allegations in 2016/17 than in 2015/16. Twenty five forces improved their timeliness for locally resolving allegations.

Allegations not proceeded with

- Of the total number of allegations finalised in 2016/17, 8% were subject of a dispensation, disapplication or discontinuance, a similar proportion to 2015/16.
- The proportion of allegations dealt with in these ways in 2016/17 varied across police forces from 1% to 16%.

- 7% of allegations were withdrawn in 2016/17, a similar proportion to 2015/16.
- The proportion of allegations withdrawn varied across police forces, from 2% in City of London to 17% in South Wales. These forces were the lowest and highest respectively in 2015/16 as well.

Investigation outcomes

Data about investigation outcomes is not included in this report because of technical problems. Forces have not been able to consistently and accurately collect this data on their systems. The IPCC will continue to work with police forces to ensure that reporting on this is possible in the future.

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 concluded⁷.

- A total of **32,814⁸ complaints were finalised** in 2016/17. This is a decrease of almost 5% compared to 2015/16, the first time the number of complaints has decreased since 2012/13.

Key indicator: complaint cases took less time to finalise in 2016/17 than 2015/16 (table 10).

- It took an average of 112 working days to finalise complaint cases in 2016/17, just under a week less than the average time in 2015/16 (116 working days), but still higher than in 2014/15.

⁷ Our Guidance on the recording of complaints under the *Police Reform Act 2002* includes more information about finalising complaint cases (see link on page 1).

⁸ The total number of complaint cases finalised is different to the figure in table 10, which shows only those finalised with valid dates used in the calculation for the average number of days to finalise complaint cases.



- The average time across police forces ranged from 57 to 197 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 **102 working days** in 2016/17. This is five days fewer than the average time reported in 2015/16.
- The average time across police forces ranged from 49 to 182 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 disapplication⁹.

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 officer¹⁰. 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 the factors above do not apply, the chief officer will handle the appeal.

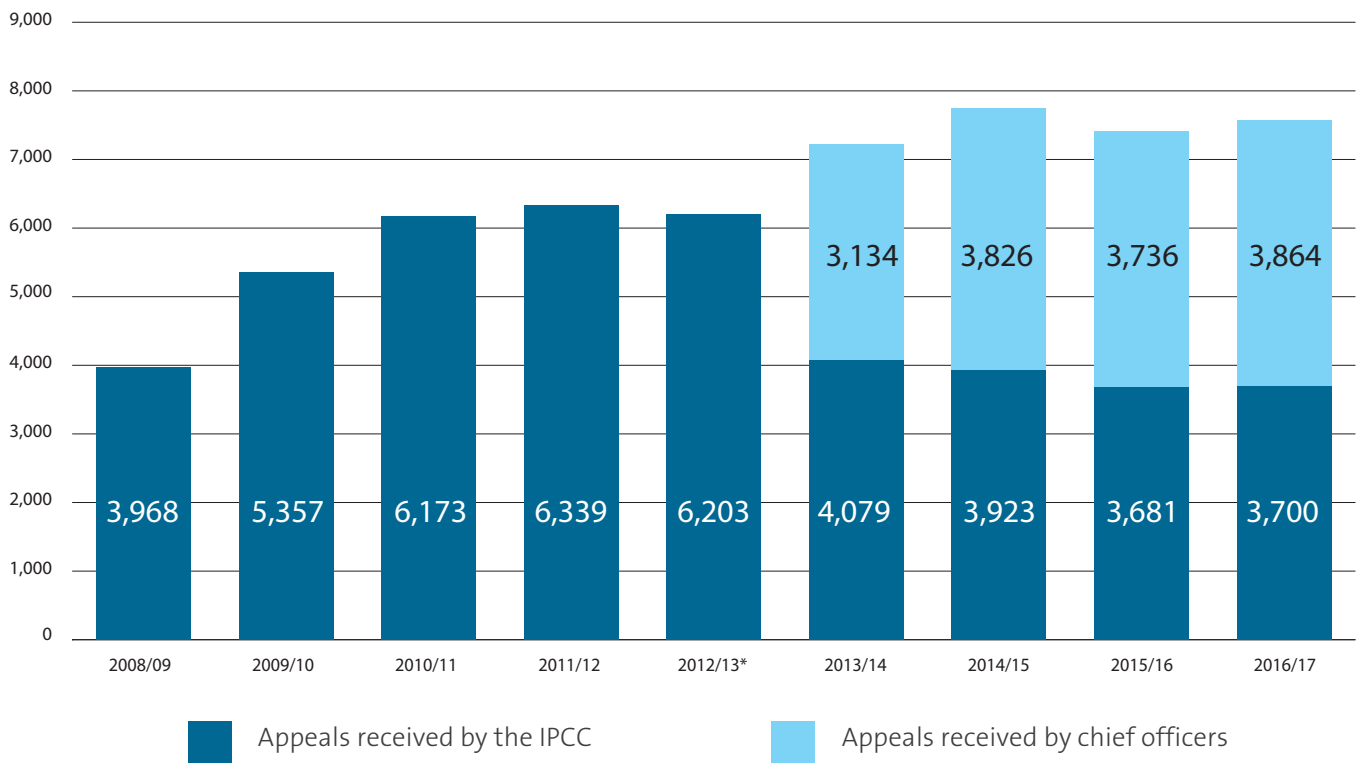
In 2016/17, the total number of appeals received across the entire police complaints system increased by two per cent compared to 2015/16. The number of local resolution appeals received increased by 24 per cent from the previous year. The number of investigation appeals decreased by 14 per cent from the previous year. The number of non-recording appeals increased by 11 per cent from the previous year.

⁹ Information about the different appeal rights is available in section 13 of our Statutory Guidance (2015) (see link on page 1).

¹⁰ ‘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).

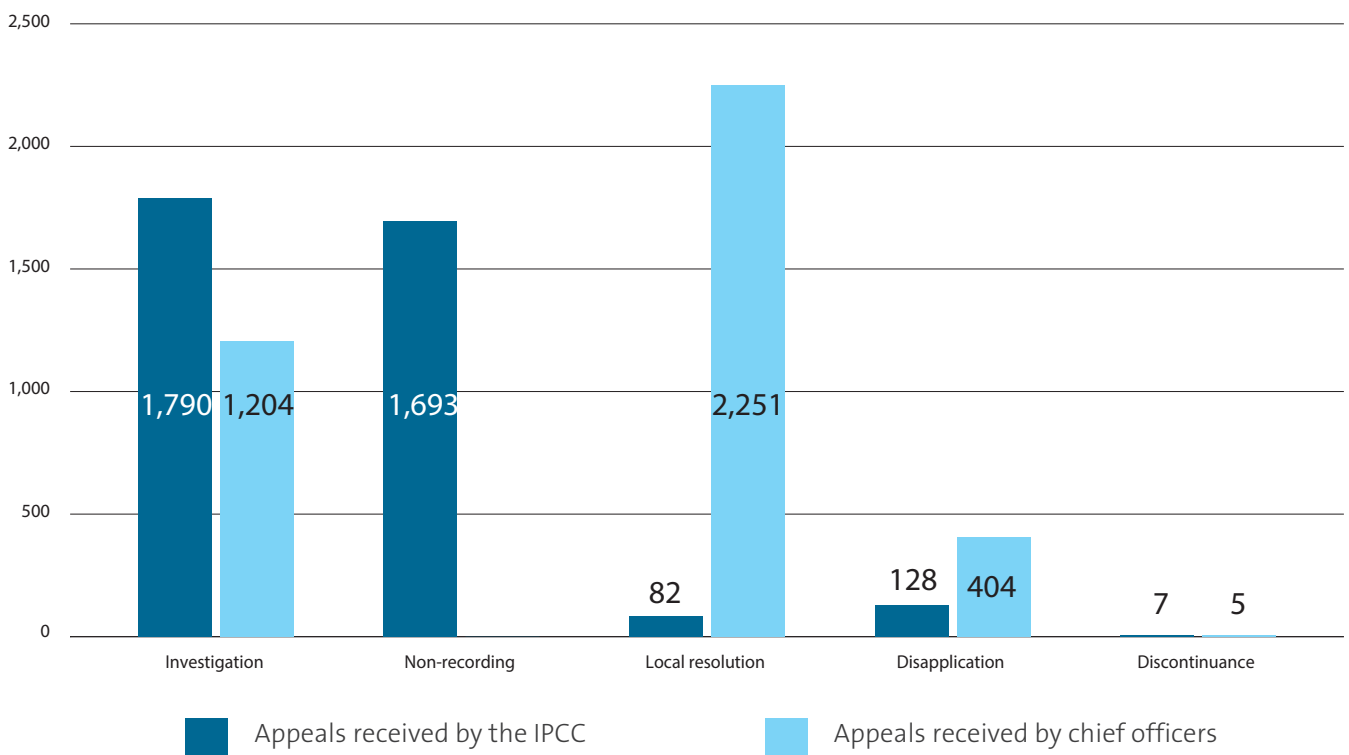


Figure 4: Appeals received 2008/09 – 2016/17



*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 2016/17 by appeal body and appeal type





Appeals to chief officers

In 2016/17, **chief officers received 3,864** appeals about the way in which their police force handled a complaint (table 11 and figure 4). This represents a three per cent increase on the number received in 2015/16.

- 31% of the appeals that chief officers received were about an investigation into a complaint and 58% were about the outcome of a local resolution process (table 12).
- As in 2015/16, one in ten of appeals (10%) 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 2016/17, the proportion of local resolution appeals upheld by chief officers remained static compared to 2015/16. The proportion of investigation appeals upheld by chief officers decreased by one percentage point.

- In 2016/17, **18% of investigation appeals completed by chief officers were upheld**, compared to 19% in 2015/16 (table 11). The upholding rate varied considerably across police forces from 0% to 39% (excluding one police force with 100% upheld based on only a single appeal, one force with 100% upheld based on only two appeals and one force with 40% upheld based on only five appeals) (table 13).
- **17% of local resolution appeals completed by chief officers were upheld** in 2016/17 (table 11). This compares to 17% in 2015/16 and 16% in 2014/15. The upholding rate across police forces ranged from 0% to 43% (excluding one police force with 67% upheld based on only six appeals) (table 13).
- **9% of disapplication appeals completed by chief officers were upheld (table 11).**

Caution is needed when comparing police forces because of the small number of appeals sometimes involved – **30 of the 43 forces completed fewer than ten disapplication appeals**. However, of the 13 who completed ten or more disapplication appeals, the upholding rate varied from 0% to 21% (tables 11 and 13).

- In 2016/17, only **four discontinuance appeals were completed, two of which were upheld** (table 11).

Appeals to the IPCC

In 2016/17, **the IPCC received a total of 3,700 appeals** about the handling of a complaint by a police force. This is an increase of less than 1% compared to the number received in 2015/16 (table 14).

For most appeal types, the upholding rates of both the IPCC and chief officers respectively were similar to their respective rates in 2015/16 and the IPCC continued to uphold many more appeals than chief officers.

- The number of appeals we received about an investigation into a complaint decreased by 8% compared to the number received in 2015/16 (table 14). This represented just under half of all the appeals we received in 2016/17 (table 15).
- The number of non-recording appeals we received increased by 11% compared to in 2015/16 (table 14).
- The number of local resolution appeals we received increased by 8% compared to 2015/16 – we received 82 of these appeals in 2016/17 and 76 in 2015/16.
- The number of disapplication appeals we received increased in 2016/17 by 10% while discontinuance appeals decreased by 30% (table 14). However, the actual numbers remain low; these appeal types combined represented 4% of the total number of appeals we received in 2016/17 (table 15).



Key indicators: the proportion of investigation appeals upheld by the IPCC in 2016/17 was similar to 2015/16, but the proportion of non-recording and local resolution appeals upheld decreased (table 14).

- In 2016/17, **40% of the investigation appeals we completed were upheld**. This is similar to 2015/16 when we upheld 41% of investigation appeals. The upholding rate varied considerably across police forces from 21% for Humberside to 79% for Thames Valley (excluding one force that had none of three appeals upheld and one force that had its one investigation appeal upheld) (tables 14 and 16).
- **37% of the non-recording appeals we completed were upheld** in 2016/17 (table 14). This compares to 40% in 2015/16 and 42% in 2014/15. The upholding rate for non-recording appeals has been decreasing since 2011/12. The upholding rate varied considerably across police forces from 6% for Cheshire to 87% in Warwickshire (table 16).

- **75% (52 of 69) of the local resolution appeals we completed were upheld**, which is a 6 percentage point decrease on the upholding rate in 2015/16 when the IPCC upheld 35 of 43 appeals (table 14).
- In 2016/17, **we upheld 15% (20 of 130) of the disapplication appeals we completed**. This is a 10 percentage point decrease compared to 2015/16 when the IPCC upheld 24 of 96 appeals (table 14).

Appeals upheld summary

For most appeal types, the rates at which chief officers upheld appeals during 2016/17 were similar to 2015/16. The rates at which the IPCC upheld appeals during 2016/17 were similar or lower compared to 2015/16. The IPCC continued to uphold more appeals overall than chief officers. There remained considerable variations between forces, and between the proportions of appeals we upheld from force to force.

Table 1: *Appeals completed and upheld in 2016/17 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	1,721	694	40	1,103	196	18
Local resolution	69	52	75	1,948	328	17
Disapplication	130	20	15	351	30	9
Discontinuance	6	0	0	4	2	50
Non-recording	1,497	549	37	-	-	-

*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 appeals made to the IPCC

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 decision not to refer the report to the Crown Prosecution Service (CPS).

The grounds for upholding non-recording appeals are:

- the failure of the appropriate authority¹¹ to make a recording decision in relation to the complaint
- the failure of the appropriate authority that received the complaint to forward it to the correct appropriate authority
- in relation to the recording decision (when the IPCC determines that a complaint, that was not recorded by the police, 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 2016/17¹².

Of the investigation appeals completed and upheld by the IPCC in 2016/17:

- Most (575, 83%) were upheld in relation to the findings of the investigation.
- 275 (40%) were upheld in connection with the action to be taken (or not taken) as a result of the investigation.
- More than a third (281, 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 23 appeals were upheld on this ground.

Of the non-recording appeals the IPCC completed and upheld in 2016/17:

- 230 (42%) were upheld because the recording decision was incorrect.
- 298 (54%) were upheld because the appropriate authority had failed to make a recording decision. This was the most common ground for upholding non-recording appeals in 2016/17.
- 16 (3%) were upheld because the police force that received the complaint failed to pass it on to the correct appropriate authority.

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

12 Information about the grounds of appeal is available in section 13 of our Statutory Guidance (2015) (see link on page 1).



Profile of complainants

In 2016/17, **34,286 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 1% when compared to 2015/16 when 34,686 people complained.

- The majority of complainants were men (20,724, 60%). This has been the case every year since 2004/05 (table 17).
- Almost half of complainants were known to be White (16,751), which is similar to previous years (table 18). It should be noted that the ethnicity of 40% (13,590) of complainants was either not stated or unknown.
- The most common age groups to complain about the police in 2016/17 (table 19), where age is known, were those aged 40 to 49 years (6,385, 19%) and those aged 30 to 39 years (6,198, 18%). The people who least commonly complained were aged 17 or under (263, 1%). The age of 25% of complainants (8,553) was unknown.

Profile of people who were subject of a complaint

In 2016/17, **36,687 people serving with the police were subject to a recorded complaint** – a decrease of 3% compared to 2015/16, when 38,014 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 2016/17, the majority of people subject to a recorded complaint were police officers (32,030, 87%, table 20).

- 72% (26,268) of those subject to a recorded complaint were men (table 21) and 85% (31,302) were White (table 22).



3. Discussion

Variation

The statistics for 2016/17 show variations from force to force, which was also the case for 2015/16. This means it is not possible to draw meaningful national conclusions. There are a few possible reasons that may account for this variation.

How police complaints are handled continues to evolve and will change considerably in the coming year. These changes include the increased involvement of police and crime commissioners, who will have a direct statutory role in the handling of non-chief officer police complaints, and the significant reshaping of the police complaints system by the government.

Complaint numbers

The overall number of complaints has remained broadly the same as in 2015/16. There were 34,103 complaints (a decrease of 144 from 2015/16). While the overall number of complaints has remained broadly the same, this is not true for the number of complaints about individual forces. For example, complaint numbers for Nottinghamshire Police fell by 31 per cent (from 967 to 670), whereas they increased by 60 per cent for Warwickshire Police (from 259 to 415). Complaint numbers for West Mercia Police, which shares a Professional Standards Department with Warwickshire Police, increased by 44 per cent, the second largest increase.

However, complaint levels cannot be used as indicators of levels of satisfaction with the police service and an increase or decrease in numbers can be influenced by a variety of reasons that include:

- addressing matters outside the formal complaints system
- local initiatives to encourage access
- an emphasis on recording all complaints

An increase in the number of complaints can, therefore, reflect positive measures to improve complainants' access to the complaint system or better recording processes. Conversely, a decrease may not mean that there are fewer complaints, but that more are being informally resolved outside the formal processes of the Police Reform Act.

As expected, given that forces vary in size, the volume of complaints and allegations recorded also varied. Therefore, a more representative measure for the rate of complaints is the number of allegations recorded per 1,000 employees. This too shows significant variation between forces. The national average was 279 per 1,000 employees (the same level last year). Six forces recorded fewer than 200 allegations per 1,000 employees. Four forces recorded over 400 allegations per 1,000 allegations.

How allegations are finalised

The overall use of local resolution increased again this year – 42 per cent of all allegations were locally resolved in 2016/17. This is up from 38 per cent in 2015/16. Again, the proportion of allegations resolved locally varies significantly between forces. For example, Cleveland Police locally resolved 82 per cent of its complaints and investigated only five per cent. Conversely, West Midlands Police investigated 72 per cent of their complaints and locally resolved only 16 per cent.



Some forces have increased their use of local resolution this year. For example, Northamptonshire Police have increased from 37 per cent in 2015/16 to 62 per cent of allegations being finalised by local resolution in 2016/17. There are also forces that reduced their use of local resolution. These include City of London Police who decreased to 52 per cent of allegations being finalised by local resolution from 69 per cent in 2015/16.

Appeal upheld rates

Appeals against the investigation of a complaint

Forces upheld 18 per cent of investigation appeals made to the chief officer. This compares to 19 per cent last year. However, this varies across England and Wales with seven forces not upholding any of the appeals made to them and five forces upholding a third or more.

We upheld 40 per cent (694) of the investigation appeals we considered in 2016/17, compared to 41 per cent last year. Of these, 575 (83 per cent) were upheld because we disagreed with the findings of the police investigation.

We upheld a quarter or less of the appeals received for nine forces, but over half of the appeals received for eight¹³.

Appeals against the outcome of a local resolution

Across England and Wales forces upheld the same percentage (17 per cent) of local resolution appeals made to them in 2016/17 as in 2015/16. However, seven forces did not uphold any of the local resolution appeals they considered, and 11 upheld over a quarter of their local resolution appeals.

Local resolution should be used only for less serious complaints and as such it is rare that a locally resolved complaint would meet the criteria for an appeal right to the IPCC. The IPCC considered 69 local resolution appeals, across 19 forces, in 2016/17. We upheld 75 per cent (52) of the local resolution appeals we considered in 2016/17, compared to 81 per cent in 2015/16. Of those 52 upheld appeals, 87 per cent (45) were upheld on the grounds that the complaint was not suitable for local resolution.

Appeals against the failure to record a complaint

The IPCC handles all appeals about the failure of a force to record a complaint. We upheld 37 per cent of all the non-recording appeals we considered in 2016/17, compared to 40 per cent in 2015/16.

We upheld fewer than one in five of appeals received for five forces, and for eight forces, we upheld at least half of the non-recording appeals we considered. Over half of the 549 upheld appeals were upheld because the force failed to make a recording decision.

Timeliness

Across England and Wales the average time taken to finalise allegations by local investigation was the same as in 2015/16, at 166 days. However, there was considerable variation between forces and nine forces took more than 200 working days to finalise allegations.

Eighteen police forces took longer to locally investigate allegations in 2016/17 than in 2015/16. This is the first year since 2013/14 in which fewer than half the forces have taken longer to locally investigate allegations. In previous years between 26 and 31 forces took longer than in the previous year. Of the 18 that

¹³ Please see table 16 for detail regarding the outcome of appeals completed by the IPCC in 2016/17.



took longer this year, these four forces have taken longer each year for the past four years:

- Bedfordshire Police
- Metropolitan Police Service
- Northamptonshire Police
- Wiltshire Police

Conversely, a number of forces made significant improvements in their timeliness for locally investigating allegations.

- Suffolk Constabulary has improved its timeliness every year for the last four years.
- The time taken to finalise allegations by local investigation at Cleveland Police has reduced by 228 working days from 2015/16.
- Sussex Police and Warwickshire Police both significantly reduced their average time to finalise allegations by local investigation this year, by 106 and 104 working days respectively.

The average time to finalise allegations by local resolution also changed little with forces taking an average of 67 days to locally resolve an allegation in 2016/17, compared to 68 days in 2015/16. There was also variation between the forces on this.

Nineteen forces took longer to locally resolve allegations in 2016/17 than in 2015/16. As with locally investigated allegations, this is the first year since 2013/14 where the time taken to locally resolve allegations has increased for fewer than half of the forces.

Of these 19 forces, four have taken longer to locally resolve allegations every year for the past four years.

- Cambridgeshire Constabulary
- Derbyshire Constabulary

- Lancashire Constabulary
- South Yorkshire Police

In contrast, many forces improved the time it took them to locally resolve allegations. The forces that made the biggest improvements were:

- West Mercia Police (with a reduction of 59 working days since last year)
- Warwickshire Police (with a reduction of 39 working days)
- Leicestershire Police (whose average reduced by 36 days)

West Yorkshire Police has experienced a consistent improvement in the time to locally resolve allegations each year for the previous four years.

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.



4. Tables

Table 2: *Complaint cases recorded 2001/02 – 2016/17*

	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	2016/17
Total recorded in year	34,310	33,099	30,143	30,365	34,863	37,105	34,247	34,103
% annual change	8	-4	-9	1	15	6	-8	0

*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 2016/17 and comparison with previous year*

Police force	2015/16	2016/17	% change from 2015/16
Avon and Somerset	1,158	1,019	-12
Bedfordshire	363	488	34
British Transport Police	350	371	6
Cambridgeshire	367	383	4
Cheshire	537	595	11
City of London	261	276	6
Cleveland	609	454	-25
Cumbria	307	307	0
Derbyshire	441	383	-13
Devon and Cornwall	1,218	1,188	-2
Dorset	489	506	3
Durham	399	314	-21
Dyfed-Powys	256	274	7
Essex	945	806	-15
Gloucestershire	381	431	13
Greater Manchester	1,616	1,537	-5
Gwent	325	287	-12
Hampshire	868	931	7
Hertfordshire	496	518	4
Humberside	529	760	44
Kent	842	762	-10
Lancashire	889	997	12
Leicestershire	689	662	-4
Lincolnshire	549	596	9
Merseyside	458	548	20
Metropolitan	6,293	5,836	-7
Norfolk	413	416	1
North Wales	441	452	2
North Yorkshire	291	331	14
Northamptonshire	473	509	8
Northumbria	716	758	6
Nottinghamshire	967	670	-31
South Wales	807	770	-5
South Yorkshire	602	607	1
Staffordshire	410	421	3
Suffolk	289	317	10
Surrey	515	482	-6
Sussex	916	935	2
Thames Valley	1,304	1,346	3
Warwickshire	259	415	60
West Mercia	509	733	44
West Midlands	1,168	882	-24
West Yorkshire	1,867	2,167	16
Wiltshire	665	663	0
Total	34,247	34,103	0

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 2016/17 (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

Table 4: *Complaint cases recorded in time 2011/12 to 2016/17 (continued)*

Police force	2014/15		2015/16		2016/17	
	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days
Avon and Somerset	1,322	94	1,158	94	1,019	97
Bedfordshire	401	91	363	93	488	90
British Transport Police	396	95	350	98	371	97
Cambridgeshire	461	90	367	94	383	91
Cheshire	579	99	537	96	595	96
City of London	256	96	261	94	276	99
Cleveland	501	91	609	75	454	84
Cumbria	302	80	307	89	307	86
Derbyshire	454	91	441	90	383	88
Devon and Cornwall	1,515	80	1,218	97	1,188	98
Dorset	453	98	489	93	506	94
Durham	314	90	399	94	314	93
Dyfed-Powys	268	73	256	94	274	91
Essex	1,153	92	945	93	806	91
Gloucestershire	438	95	381	92	431	95
Greater Manchester	1,890	47	1,616	89	1,537	82
Gwent	398	94	325	88	287	96
Hampshire	926	92	868	90	931	90
Hertfordshire	568	92	496	95	518	90
Humberside	521	77	529	73	760	61
Kent	1,187	94	842	88	762	95
Lancashire	1,031	82	884	79	997	89
Leicestershire	846	85	689	92	662	93
Lincolnshire	567	94	549	93	596	89
Merseyside	617	98	458	91	548	86
Metropolitan	6,828	68	6,293	86	5,836	63
Norfolk	449	96	413	95	416	93
North Wales	473	83	441	91	452	95
North Yorkshire	517	95	291	85	331	85
Northamptonshire	434	97	473	92	509	94
Northumbria	1,018	87	716	92	758	93
Nottinghamshire	1,023	95	967	95	670	94
South Wales	864	60	807	80	770	88
South Yorkshire	660	80	602	90	607	77
Staffordshire	516	89	410	89	421	84
Suffolk	328	96	289	97	317	92
Surrey	546	84	515	91	482	86
Sussex	943	69	916	77	935	72
Thames Valley	1,305	95	1,304	93	1,346	97
Warwickshire	200	84	259	80	415	95
West Mercia	513	76	509	80	733	95
West Midlands	1,145	44	1,168	73	882	43
West Yorkshire	1,255	80	1,867	94	2,167	96
Wiltshire	712	46	665	80	663	96
Total	37,093	80	34,242	88	34,103	84

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 2016/17 and comparison with previous year*

Police force	Number of allegations 2015/16	Number of allegations 2016/17	Change in number of allegations	% change from 2015/16 to 2016/17
Avon and Somerset	2,434	1,923	-511	-21
Bedfordshire	852	932	80	9
British Transport Police	817	730	-87	-11
Cambridgeshire	751	909	158	21
Cheshire	1,064	1,238	174	16
City of London	313	384	71	23
Cleveland	776	631	-145	-19
Cumbria	453	439	-14	-3
Derbyshire	722	597	-125	-17
Devon and Cornwall	2,282	2,348	66	3
Dorset	691	694	3	0
Durham	642	573	-69	-11
Dyfed-Powys	604	509	-95	-16
Essex	1,455	1,483	28	2
Gloucestershire	713	831	118	17
Greater Manchester	3,665	3,040	-625	-17
Gwent	736	584	-152	-21
Hampshire	1,546	1,604	58	4
Hertfordshire	1,200	1,248	48	4
Humberside	1,136	1,440	304	27
Kent	1,124	1,175	51	5
Lancashire	1,967	1,908	-59	-3
Leicestershire	1,495	1,446	-49	-3
Lincolnshire	912	965	53	6
Merseyside	1,824	1,592	-232	-13
Metropolitan	12,018	12,473	455	4
Norfolk	774	951	177	23
North Wales	876	856	-20	-2
North Yorkshire	636	727	91	14
Northamptonshire	927	1,024	97	10
Northumbria	1,744	1,676	-68	-4
Nottinghamshire	1,494	1,062	-432	-29
South Wales	1,125	979	-146	-13
South Yorkshire	1,170	1,161	-9	-1
Staffordshire	956	855	-101	-11
Suffolk	503	623	120	24
Surrey	1,581	1,393	-188	-12
Sussex	1,354	1,350	-4	0
Thames Valley	1,905	2,008	103	5
Warwickshire	375	489	114	30
West Mercia	728	907	179	25
West Midlands	2,547	2,143	-404	-16
West Yorkshire	2,615	2,956	341	13
Wiltshire	926	896	-30	-3
Total	64,428	63,752	-676	-1

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 2016/17*

Allegation groupings	Allegation category	N	%
Oppressive behaviour	Serious non-sexual assault	302	0
	Sexual assault	132	0
	Other assault	4,882	8
	Oppressive conduct or harassment	3,531	6
	Unlawful/unnecessary arrest or detention	2,589	4
Malpractice	Irregularity in relation to evidence/perjury	1,028	2
	Corruption or malpractice	663	1
	Mishandling of property	1,840	3
Breach of PACE	Breach of Code A PACE on stop and search	295	0
	Breach of Code B PACE on searching of premises and seizure of property	1,165	2
	Breach of Code C PACE on detention, treatment and questioning	2,616	4
	Breach of Code D PACE on identification procedures	21	0
	Breach of Code E PACE on tape recording	16	0
	Unspecified breaches of PACE which cannot be allocated to a specific code	83	0
Lack of fairness and impartiality	Lack of fairness and impartiality	3,306	5
Discriminatory behaviour	Discriminatory behaviour	1,595	3
Other neglect of duty	Other neglect or failure in duty	23,666	37
Incivility	Incivility, impoliteness and intolerance	7,965	12
Traffic	Traffic irregularity	544	1
Other	Other irregularity in procedure	2,785	4
	Improper access and/or disclosure of information	1,407	2
	Other sexual conduct	62	0
	Other	1,706	3
Direction and control	General policing standards	464	1
	Operational management decisions	277	0
	Operational policing policies	456	1
	Organisational decisions	356	1
Total allegations		63,752	100

Table 7: *Number of allegations recorded per 1,000 employees in 2016/17*

Police force	Allegations recorded against employees only	Number of employees*	Allegations per 1,000 employees
Avon and Somerset	1,891	5,410	350
Bedfordshire	898	2,198	409
British Transport Police	698	5,236	133
Cambridgeshire	894	2,507	357
Cheshire	1,225	3,881	316
City of London	197	1,177	167
Cleveland	595	1,677	355
Cumbria	389	1,877	207
Derbyshire	570	3,310	172
Devon and Cornwall	2,187	5,506	397
Dorset	683	2,444	279
Durham	570	2,175	262
Dyfed-Powys	503	2,039	247
Essex	1,479	5,324	278
Gloucestershire	825	1,983	416
Greater Manchester	3,000	11,377	264
Gwent	547	2,034	269
Hampshire	1,562	5,278	296
Hertfordshire	1,226	3,654	336
Humberside	1,413	3,298	428
Kent	1,132	5,751	197
Lancashire	1,866	5,288	353
Leicestershire	1,406	3,601	390
Lincolnshire	870	1,699	512
Merseyside	1,545	5,928	261
Metropolitan	12,362	47,187	262
Norfolk	943	2,960	319
North Wales	800	2,758	290
North Yorkshire	718	2,668	269
Northamptonshire	1,003	2,847	352
Northumbria	1,665	5,172	322
Nottinghamshire	1,029	3,593	286
South Wales	956	5,018	191
South Yorkshire	1,085	4,865	223
Staffordshire	832	3,395	245
Suffolk	615	2,242	274
Surrey	1,379	3,759	367
Sussex	1,319	5,141	257
Thames Valley	1,999	7,981	250
Warwickshire	477	1,687	283
West Mercia	893	4,119	217
West Midlands	2,069	10,884	190
West Yorkshire	2,935	9,080	323
Wiltshire	830	2,147	387
Total	62,080	222,155	279

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 2016*.

Table 8: *Means by which allegations were finalised in 2016/17*

Police force	Investigation		Withdrawn		Disapplication		Dispensation		Discontinuance		Local resolution		Unknown		Total N
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Avon and Somerset	881	41	104	5	191	9	0	0	0	0	987	46	0	0	2,163
Bedfordshire	288	33	59	7	36	4	0	0	7	1	492	56	0	0	882
British Transport Police	629	82	34	4	6	1	2	0	2	0	90	12	0	0	763
Cambridgeshire	197	25	42	5	20	3	0	0	4	1	536	67	0	0	799
Cheshire	456	36	89	7	16	1	0	0	21	2	681	54	0	0	1,263
City of London	161	41	8	2	14	4	0	0	5	1	206	52	0	0	394
Cleveland	30	5	18	3	38	7	0	0	12	2	460	82	0	0	558
Cumbria	165	41	17	4	47	12	0	0	0	0	177	44	0	0	406
Derbyshire	150	24	36	6	9	1	0	0	59	10	364	59	0	0	618
Devon and Cornwall	1,122	52	189	9	129	6	0	0	0	0	730	34	0	0	2,170
Dorset	168	25	59	9	72	11	0	0	11	2	349	53	0	0	659
Durham	254	42	17	3	30	5	0	0	0	0	305	50	0	0	606
Dyfed-Powys	268	46	71	12	60	10	0	0	35	6	143	25	0	0	577
Essex	675	47	172	12	40	3	0	0	0	0	563	39	0	0	1,450
Gloucestershire	128	17	73	10	59	8	0	0	5	1	503	65	0	0	768
Greater Manchester	514	19	243	9	142	5	0	0	108	4	1,655	60	87	3	2,749
Gwent	334	56	94	16	41	7	0	0	0	0	131	22	0	0	600
Hampshire	890	65	74	5	14	1	0	0	0	0	392	29	0	0	1,370
Hertfordshire	432	32	94	7	83	6	1	0	7	1	718	54	0	0	1,335
Humberside	228	23	93	9	76	8	0	0	16	2	590	59	0	0	1,003
Kent	526	46	98	9	72	6	0	0	0	0	456	40	0	0	1,152
Lancashire	436	26	131	8	61	4	0	0	14	1	1,036	62	6	0	1,684
Leicestershire	592	37	114	7	94	6	0	0	23	1	771	48	0	0	1,594
Lincolnshire	354	36	76	8	25	3	0	0	0	0	518	53	0	0	973
Merseyside	506	41	36	3	95	8	0	0	14	1	585	47	0	0	1,236
Metropolitan	7,969	68	719	6	1,097	9	0	0	32	0	1,947	17	0	0	11,764
Norfolk	462	56	42	5	45	5	0	0	28	3	249	30	0	0	826
North Wales	460	51	103	11	52	6	0	0	2	0	291	32	0	0	908
North Yorkshire	149	20	26	3	69	9	0	0	0	0	499	67	0	0	743
Northamptonshire	324	31	34	3	12	1	0	0	28	3	655	62	0	0	1,053
Northumbria	807	49	119	7	182	11	0	0	32	2	495	30	0	0	1,635
Nottinghamshire	74	7	64	6	51	5	0	0	11	1	873	81	0	0	1,073
South Wales	426	54	135	17	36	5	0	0	39	5	148	19	0	0	784
South Yorkshire	188	21	53	6	84	9	0	0	31	3	557	61	0	0	913
Staffordshire	519	61	56	7	13	2	0	0	2	0	253	30	1	0	844
Suffolk	263	50	23	4	23	4	0	0	1	0	221	42	0	0	531
Surrey	546	44	45	4	27	2	0	0	17	1	618	49	0	0	1,253
Sussex	82	7	69	6	151	13	0	0	0	0	897	75	0	0	1,199
Thames Valley	531	28	65	3	139	7	0	0	18	1	1,173	61	0	0	1,926
Warwickshire	199	55	33	9	5	1	0	0	14	4	111	31	0	0	362
West Mercia	485	61	52	7	21	3	0	0	30	4	212	27	0	0	800
West Midlands	1,385	72	106	5	99	5	0	0	23	1	317	16	0	0	1,930
West Yorkshire	849	30	178	6	159	6	1	0	3	0	1,663	58	0	0	2,853
Wiltshire	263	24	86	8	44	4	0	0	89	8	598	55	0	0	1,080
Total	26,365	44	4,049	7	3,779	6	4	0	743	1	25,215	42	94	0	60,249

Table 9: *Time taken to finalise allegations in 2016/17*

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	49	975	127	869	876	1
Bedfordshire	69	492	245	286	642	1
British Transport Police	29	90	94	608	0	0
Cambridgeshire	81	535	106	193	0	0
Cheshire	63	681	115	450	0	0
City of London	23	206	119	161	0	0
Cleveland	61	460	171	30	0	0
Cumbria	34	177	136	165	0	0
Derbyshire	55	364	102	150	0	0
Devon and Cornwall	50	728	168	1,108	0	0
Dorset	46	349	176	168	0	0
Durham	50	305	134	251	0	0
Dyfed-Powys	103	143	193	259	0	0
Essex	92	562	170	668	0	0
Gloucestershire	57	503	141	126	0	0
Greater Manchester	102	1,635	212	479	0	0
Gwent	27	130	122	331	0	0
Hampshire	76	392	128	887	0	0
Hertfordshire	82	718	220	426	0	0
Humberside	92	590	169	226	0	0
Kent	66	456	242	516	463	7
Lancashire	99	1,032	169	435	0	0
Leicestershire	77	771	231	585	286	3
Lincolnshire	65	518	183	351	0	0
Merseyside	74	585	196	459	0	0
Metropolitan	62	1,851	162	4,684	637	20
Norfolk	81	249	123	457	0	0
North Wales	54	291	192	456	636	4
North Yorkshire	78	499	253	148	0	0
Northamptonshire	40	655	316	319	0	0
Northumbria	41	494	142	783	0	0
Nottinghamshire	64	871	157	64	0	0
South Wales	62	145	141	424	0	0
South Yorkshire	76	556	180	168	0	0
Staffordshire	57	253	130	504	0	0
Suffolk	74	221	101	259	0	0
Surrey	54	618	183	546	0	0
Sussex	48	895	155	73	0	0
Thames Valley	70	1,173	117	518	0	0
Warwickshire	66	111	123	198	0	0
West Mercia	57	212	152	481	0	0
West Midlands	113	316	213	1,372	750	2
West Yorkshire	31	1,662	150	847	0	0
Wiltshire	100	598	299	263	0	0
Total	67	25,067	166	22,751	589	38

*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 2016/17*

Police force	Number of complaint cases finalised*	Average number of days to finalise complaint cases (NOT inc sub justice)	Average number of days to finalise complaint cases (inc sub justice)
Avon and Somerset	1,022	68	68
Bedfordshire	440	112	117
British Transport Police	396	84	93
Cambridgeshire	355	89	97
Cheshire	609	63	77
City of London	297	49	57
Cleveland	450	57	63
Cumbria	278	75	86
Derbyshire	410	99	99
Devon and Cornwall	1,063	110	115
Dorset	463	66	82
Durham	319	56	62
Dyfed-Powys	277	131	153
Essex	1,106	162	171
Gloucestershire	431	87	97
Greater Manchester	1,386	134	137
Gwent	322	91	100
Hampshire	807	86	90
Hertfordshire	522	105	127
Humberside	513	105	112
Kent	796	137	140
Lancashire	856	131	141
Leicestershire	789	142	145
Lincolnshire	622	102	105
Merseyside	408	105	120
Metropolitan	5,189	109	124
Norfolk	476	113	127
North Wales	455	106	115
North Yorkshire	321	99	106
Northamptonshire	521	90	101
Northumbria	748	92	99
Nottinghamshire	706	87	95
South Wales	681	94	96
South Yorkshire	532	87	99
Staffordshire	411	75	79
Suffolk	339	106	114
Surrey	455	105	114
Sussex	842	67	76
Thames Valley	1,330	87	96
Warwickshire	302	124	135
West Mercia	641	116	132
West Midlands	1,035	182	197
West Yorkshire	2,042	58	67
Wiltshire	789	113	119
Total	32,752	102	112

*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 2013/14 to 2016/17*

Appeal type	2013/14	2014/15	2015/16	2016/17
Force investigation appeals				
Received	1,642	1,898	1,521	1,204
Valid completed	1,240	1,563	1,356	1,103
Upheld	278	302	260	196
% Upheld	22	19	19	18
Force local resolution appeals				
Received	1,136	1,507	1,806	2,251
Valid completed	800	1,305	1,509	1,948
Upheld	168	214	256	328
% Upheld	21	16	17	17
Force disapplication appeals				
Received	350	409	402	404
Valid completed	262	340	392	351
Upheld	19	24	34	30
% Upheld	7	7	9	9
Force discontinuance appeals				
Received	6	12	7	5
Valid completed	5	4	6	4
Upheld	1	1	2	2
% Upheld	20	25	33	50
Total force appeals				
Received	3,134	3,826	3,736	3,864
Valid completed	2,307	3,212	3,263	3,406
Upheld	466	541	552	556
% Upheld	20	17	17	16

'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. From January 2016, the British Transport Police consider appeals. Before this date 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 2016/17*

Police force	Force investigation appeals		Force local resolution appeals		Force disapplication appeals		Force discontinuance appeals		Total force appeals
	N	%	N	%	N	%	N	%	
Avon and Somerset	21	12	145	81	13	7	0	0	179
Bedfordshire	0	0	47	98	1	2	0	0	48
British Transport Police	21	95	1	5	0	0	0	0	22
Cambridgeshire	1	2	56	95	2	3	0	0	59
Cheshire	37	38	56	57	3	3	2	2	98
City of London	15	71	2	10	4	19	0	0	21
Cleveland	1	1	86	97	2	2	0	0	89
Cumbria	7	29	14	58	3	13	0	0	24
Derbyshire	10	21	36	75	1	2	1	2	48
Devon and Cornwall	63	53	39	33	18	15	0	0	120
Dorset	20	38	26	49	7	13	0	0	53
Durham	16	53	11	37	3	10	0	0	30
Dyfed-Powys	11	24	28	61	7	15	0	0	46
Essex	80	60	46	34	8	6	0	0	134
Gloucestershire	0	0	49	94	3	6	0	0	52
Greater Manchester	0	0	203	86	33	14	0	0	236
Gwent	30	70	12	28	1	2	0	0	43
Hampshire	107	81	24	18	1	1	0	0	132
Hertfordshire	0	0	60	88	8	12	0	0	68
Humberside	14	20	45	63	12	17	0	0	71
Kent	47	35	62	47	24	18	0	0	133
Lancashire	2	2	83	81	18	17	0	0	103
Leicestershire	0	0	46	81	11	19	0	0	57
Lincolnshire	17	35	27	56	4	8	0	0	48
Merseyside	20	22	60	65	12	13	0	0	92
Metropolitan	88	37	117	49	36	15	0	0	241
Norfolk	15	29	25	49	10	20	1	2	51
North Wales	33	60	11	20	11	20	0	0	55
North Yorkshire	5	9	38	72	10	19	0	0	53
Northamptonshire	3	5	58	92	2	3	0	0	63
Northumbria	53	68	11	14	13	17	1	1	78
Nottinghamshire	0	0	92	89	11	11	0	0	103
South Wales	55	82	7	10	5	7	0	0	67
South Yorkshire	13	21	44	70	6	10	0	0	63
Staffordshire	36	69	14	27	2	4	0	0	52
Suffolk	14	33	24	56	5	12	0	0	43
Surrey	42	48	42	48	3	3	0	0	87
Sussex	2	1	115	75	37	24	0	0	154
Thames Valley	46	26	115	65	16	9	0	0	177
Warwickshire	28	72	11	28	0	0	0	0	39
West Mercia	59	80	14	19	1	1	0	0	74
West Midlands	156	83	17	9	16	8	0	0	189
West Yorkshire	11	5	199	88	15	7	0	0	225
Wiltshire	5	11	33	75	6	14	0	0	44
Total	1,204	31	2,251	58	404	10	5	0	3,864

'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.

From January 2016, the British Transport Police consider appeals. Before this date all appeals relating to this force are considered by the IPCC.

Table 13: *Outcome of appeals completed by chief officers in 2016/17 (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	17	3	18	129	36	28	12	1	8
Bedfordshire	0	0	-	42	1	2	1	0	0
British Transport Police	15	2	13	1	0	0	0	0	-
Cambridgeshire	2	2	100	45	4	9	2	0	0
Cheshire	31	2	6	44	6	14	2	0	0
City of London	13	0	0	2	0	0	5	0	0
Cleveland	1	1	100	64	10	16	0	0	-
Cumbria	9	0	0	18	7	39	1	0	0
Derbyshire	6	2	33	32	0	0	2	0	0
Devon and Cornwall	32	3	9	25	4	16	16	0	0
Dorset	17	2	12	17	5	29	5	0	0
Durham	16	3	19	8	1	13	3	0	0
Dyfed-Powys	10	3	30	17	0	0	7	0	0
Essex	111	13	12	49	4	8	12	0	0
Gloucestershire	1	0	0	44	3	7	4	1	25
Greater Manchester	1	0	0	140	26	19	14	3	21
Gwent	16	4	25	10	0	0	0	0	-
Hampshire	106	6	6	19	2	11	3	0	0
Hertfordshire	0	0	-	54	6	11	7	1	14
Humberside	13	0	0	47	1	2	7	3	43
Kent	47	7	15	62	20	32	26	3	12
Lancashire	4	1	25	125	38	30	21	0	0
Leicestershire	0	0	-	57	3	5	15	1	7
Lincolnshire	18	1	6	22	3	14	3	0	0
Merseyside	18	5	28	55	11	20	10	2	20
Metropolitan	127	50	39	82	35	43	31	4	13
Norfolk	18	2	11	22	2	9	12	2	17
North Wales	34	8	24	6	4	67	13	0	0
North Yorkshire	4	0	0	30	3	10	8	1	13
Northamptonshire	10	2	20	50	9	18	2	0	0
Northumbria	40	6	15	9	0	0	12	1	8
Nottinghamshire	0	0	-	81	18	22	7	2	29
South Wales	38	6	16	5	1	20	4	1	25
South Yorkshire	12	0	0	39	4	10	6	0	0
Staffordshire	30	1	3	12	5	42	2	1	50
Suffolk	14	2	14	21	6	29	6	1	17
Surrey	38	3	8	35	5	14	3	0	0
Sussex	0	0	-	109	9	8	34	0	0
Thames Valley	58	13	22	72	7	10	8	0	0
Warwickshire	25	7	28	7	3	43	0	0	-
West Mercia	58	11	19	11	2	18	1	0	0
West Midlands	80	21	26	5	0	0	6	2	33
West Yorkshire	8	2	25	194	15	8	12	0	0
Wiltshire	5	2	40	30	9	30	6	0	0
Total	1,103	196	18	1,948	328	17	351	30	9

Table 13: *Outcome of appeals completed by chief officers in 2016/17 (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	-	158	40	25
Bedfordshire	0	0	-	43	1	2
British Transport Police	0	0	-	16	2	13
Cambridgeshire	0	0	-	49	6	12
Cheshire	1	0	0	78	8	10
City of London	0	0	-	20	0	0
Cleveland	0	0	-	65	11	17
Cumbria	0	0	-	28	7	25
Derbyshire	0	0	-	40	2	5
Devon and Cornwall	0	0	-	73	7	10
Dorset	0	0	-	39	7	18
Durham	0	0	-	27	4	15
Dyfed-Powys	1	1	100	35	4	11
Essex	0	0	-	172	17	10
Gloucestershire	0	0	-	49	4	8
Greater Manchester	0	0	-	155	29	19
Gwent	0	0	-	26	4	15
Hampshire	0	0	-	128	8	6
Hertfordshire	0	0	-	61	7	11
Humberside	0	0	-	67	4	6
Kent	0	0	-	135	30	22
Lancashire	0	0	-	150	39	26
Leicestershire	0	0	-	72	4	6
Lincolnshire	0	0	-	43	4	9
Merseyside	0	0	-	83	18	22
Metropolitan	0	0	-	240	89	37
Norfolk	1	1	100	53	7	13
North Wales	0	0	-	53	12	23
North Yorkshire	0	0	-	42	4	10
Northamptonshire	1	0	0	63	11	17
Northumbria	0	0	-	61	7	11
Nottinghamshire	0	0	-	88	20	23
South Wales	0	0	-	47	8	17
South Yorkshire	0	0	-	57	4	7
Staffordshire	0	0	-	44	7	16
Suffolk	0	0	-	41	9	22
Surrey	0	0	-	76	8	11
Sussex	0	0	-	143	9	6
Thames Valley	0	0	-	138	20	14
Warwickshire	0	0	-	32	10	31
West Mercia	0	0	-	70	13	19
West Midlands	0	0	-	91	23	25
West Yorkshire	0	0	-	214	17	8
Wiltshire	0	0	-	41	11	27
Total	4	2	50	3,406	556	16

Table 14: *Appeals received and completed by the IPCC 2008/09 to 2016/17 (continues on the next page)*

Appeal type	2008/09	2009/10	2010/11	2011/12	2012/13
IPCC investigation appeals					
Received	2,684	3,631	4,453	4,539	4,620
Valid completed	2,402	2,928	4,259	3,526	3,243
Upheld	528	603	971	1,095	1,294
% Upheld	22	21	23	31	40
IPCC local resolution appeals					
Received	473	566	532	426	372
Valid completed	442	449	474	312	280
Upheld	149	150	156	109	117
% Upheld	34	33	33	35	42
IPCC non-recording appeals					
Received	811	1,160	1,188	1,374	1,210
Valid completed	706	932	1,105	1,088	908
Upheld	349	499	639	662	517
% Upheld	49	54	58	61	57
IPCC disapplication appeals					
Received	-	-	-	-	1
Valid completed	-	-	-	-	0
Upheld	-	-	-	-	0
% Upheld	-	-	-	-	-
IPCC discontinuance appeals					
Received	-	-	-	-	0
Valid completed	-	-	-	-	0
Upheld	-	-	-	-	0
% Upheld	-	-	-	-	-
Total IPCC appeals					
Received	3,968	5,357	6,173	6,339	6,203
Valid completed	3,550	4,309	5,838	4,926	4,431
Upheld	1,026	1,252	1,766	1,866	1,928
% Upheld	29	29	30	38	44

Table 14: *Appeals received and completed by the IPCC 2008/09 to 2016/17 (continued)*

Appeal type	2013/14	2014/15	2015/16	2016/17
IPCC investigation appeals				
Received	2,407	2,035	1,950	1,790
Valid completed	3,193	2,426	1,669	1,721
Upheld	1,412	951	687	694
% Upheld	44	39	41	40
IPCC local resolution appeals				
Received	97	73	76	82
Valid completed	67	45	43	69
Upheld	43	29	35	52
% Upheld	64	64	81	75
IPCC non-recording appeals				
Received	1,503	1,696	1,529	1,693
Valid completed	1,252	1,333	1,188	1,497
Upheld	614	557	473	549
% Upheld	49	42	40	37
IPCC disapplication appeals				
Received	65	110	116	128
Valid completed	51	97	96	130
Upheld	11	19	24	20
% Upheld	22	20	25	15
IPCC discontinuance appeals				
Received	7	9	10	7
Valid completed	1	1	3	6
Upheld	1	0	0	0
% Upheld	100	0	0	0
Total IPCC appeals				
Received	4,079	3,923	3,681	3,700
Valid completed	4,564	3,902	2,999	3,423
Upheld	2,081	1,556	1,219	1,315
% Upheld	46	40	41	38

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 2016/17*

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	43	63	0	0	20	29	5	7	0	0	68
Bedfordshire	29	55	1	2	20	38	3	6	0	0	53
British Transport Police	20	83	1	4	2	8	1	4	0	0	24
Cambridgeshire	15	43	1	3	18	51	0	0	1	3	35
Cheshire	4	19	0	0	17	81	0	0	0	0	21
City of London	3	15	1	5	16	80	0	0	0	0	20
Cleveland	4	18	1	5	17	77	0	0	0	0	22
Cumbria	17	55	0	0	14	45	0	0	0	0	31
Derbyshire	15	33	1	2	30	65	0	0	0	0	46
Devon and Cornwall	36	37	0	0	62	63	0	0	0	0	98
Dorset	10	36	0	0	17	61	1	4	0	0	28
Durham	12	48	1	4	12	48	0	0	0	0	25
Dyfed-Powys	23	56	0	0	18	44	0	0	0	0	41
Essex	34	48	1	1	34	48	2	3	0	0	71
Gloucestershire	15	54	1	4	12	43	0	0	0	0	28
Greater Manchester	64	40	8	5	82	52	5	3	0	0	159
Gwent	10	53	0	0	9	47	0	0	0	0	19
Hampshire	21	35	1	2	38	63	0	0	0	0	60
Hertfordshire	34	51	1	1	31	46	1	1	0	0	67
Humberside	17	25	5	7	43	62	4	6	0	0	69
Kent	37	35	1	1	68	64	1	1	0	0	107
Lancashire	50	53	9	10	34	36	1	1	0	0	94
Leicestershire	29	52	0	0	24	43	2	4	1	2	56
Lincolnshire	5	18	0	0	23	82	0	0	0	0	28
Merseyside	20	28	0	0	48	68	3	4	0	0	71
Metropolitan	693	65	18	2	272	26	79	7	2	0	1,064
Norfolk	38	38	4	4	53	53	4	4	1	1	100
North Wales	18	47	1	3	19	50	0	0	0	0	38
North Yorkshire	14	27	6	12	32	62	0	0	0	0	52
Northamptonshire	17	41	0	0	24	59	0	0	0	0	41
Northumbria	44	40	2	2	65	59	0	0	0	0	111
Nottinghamshire	21	50	0	0	21	50	0	0	0	0	42
South Wales	59	56	1	1	42	40	1	1	2	2	105
South Yorkshire	33	50	0	0	33	50	0	0	0	0	66
Staffordshire	14	36	0	0	23	59	2	5	0	0	39
Suffolk	15	37	1	2	25	61	0	0	0	0	41
Surrey	28	40	1	1	40	57	1	1	0	0	70
Sussex	9	26	0	0	26	74	0	0	0	0	35
Thames Valley	21	28	0	0	54	72	0	0	0	0	75
Warwickshire	7	25	1	4	18	64	2	7	0	0	28
West Mercia	20	44	0	0	25	56	0	0	0	0	45
West Midlands	50	43	2	2	64	55	1	1	0	0	117
West Yorkshire	97	49	10	5	85	43	6	3	0	0	198
Wiltshire	25	27	1	1	63	68	3	3	0	0	92
Total	1,790	48	82	2	1,693	46	128	3	7	0	3,700

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

Table 16: *Outcome of appeals completed by the IPCC in 2016/17 (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	42	20	48	0	0	-	23	5	22
Bedfordshire	26	9	35	0	0	-	19	5	26
British Transport Police	23	5	22	0	0	-	3	1	33
Cambridgeshire	10	7	70	0	0	-	15	5	33
Cheshire	4	3	75	0	0	-	16	1	6
City of London	1	1	100	0	0	-	14	2	14
Cleveland	4	1	25	1	0	0	17	8	47
Cumbria	17	5	29	0	0	-	12	4	33
Derbyshire	18	7	39	0	0	-	31	13	42
Devon and Cornwall	38	9	24	0	0	-	53	12	23
Dorset	12	3	25	0	0	-	15	9	60
Durham	10	3	30	1	1	100	13	5	38
Dyfed-Powys	27	7	26	0	0	-	14	6	43
Essex	24	11	46	1	1	100	23	9	39
Gloucestershire	9	2	22	1	0	0	12	4	33
Greater Manchester	57	31	54	5	5	100	67	21	31
Gwent	10	4	40	0	0	-	9	6	67
Hampshire	26	9	35	2	2	100	37	7	19
Hertfordshire	31	11	35	0	0	-	26	8	31
Humberside	14	3	21	3	2	67	37	8	22
Kent	41	13	32	1	1	100	63	18	29
Lancashire	46	21	46	8	5	63	31	19	61
Leicestershire	30	7	23	0	0	-	23	4	17
Lincolnshire	3	0	0	0	0	-	18	7	39
Merseyside	20	6	30	0	0	-	46	22	48
Metropolitan	661	275	42	15	13	87	241	86	36
Norfolk	34	10	29	3	3	100	51	19	37
North Wales	19	7	37	0	0	-	16	4	25
North Yorkshire	15	8	53	4	1	25	27	11	41
Northamptonshire	16	8	50	0	0	-	20	9	45
Northumbria	41	16	39	3	3	100	59	11	19
Nottinghamshire	25	15	60	0	0	-	16	11	69
South Wales	60	29	48	1	1	100	38	16	42
South Yorkshire	33	12	36	0	0	-	30	10	33
Staffordshire	23	8	35	0	0	-	19	6	32
Suffolk	16	4	25	1	1	100	28	6	21
Surrey	31	12	39	2	0	0	35	20	57
Sussex	9	5	56	1	1	100	22	9	41
Thames Valley	19	15	79	0	0	-	41	11	27
Warwickshire	7	2	29	0	0	-	15	13	87
West Mercia	23	7	30	0	0	-	24	9	38
West Midlands	46	22	48	1	1	100	50	33	66
West Yorkshire	84	34	40	15	11	73	64	24	38
Wiltshire	16	7	44	0	0	-	64	32	50
Total	1,721	694	40	69	52	75	1,497	549	37

Table 16: *Outcome of appeals completed by the IPCC in 2016/17 (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	4	0	0	0	0	-	69	25	36
Bedfordshire	3	1	33	0	0	-	48	15	31
British Transport Police	1	0	0	0	0	-	27	6	22
Cambridgeshire	0	0	-	0	0	-	25	12	48
Cheshire	0	0	-	0	0	-	20	4	20
City of London	0	0	-	0	0	-	15	3	20
Cleveland	0	0	-	0	0	-	22	9	41
Cumbria	0	0	-	0	0	-	29	9	31
Derbyshire	1	0	0	0	0	-	50	20	40
Devon and Cornwall	0	0	-	0	0	-	91	21	23
Dorset	1	0	0	0	0	-	28	12	43
Durham	0	0	-	0	0	-	24	9	38
Dyfed-Powys	0	0	-	0	0	-	41	13	32
Essex	0	0	-	0	0	-	48	21	44
Gloucestershire	0	0	-	0	0	-	22	6	27
Greater Manchester	5	2	40	0	0	-	134	59	44
Gwent	0	0	-	0	0	-	19	10	53
Hampshire	0	0	-	0	0	-	65	18	28
Hertfordshire	2	0	0	0	0	-	59	19	32
Humberside	5	0	0	0	0	-	59	13	22
Kent	1	0	0	0	0	-	106	32	30
Lancashire	1	0	0	0	0	-	86	45	52
Leicestershire	3	0	0	1	0	0	57	11	19
Lincolnshire	0	0	-	0	0	-	21	7	33
Merseyside	4	0	0	0	0	-	70	28	40
Metropolitan	80	16	20	2	0	0	999	390	39
Norfolk	3	0	0	1	0	0	92	32	35
North Wales	0	0	-	0	0	-	35	11	31
North Yorkshire	0	0	-	0	0	-	46	20	43
Northamptonshire	0	0	-	0	0	-	36	17	47
Northumbria	0	0	-	0	0	-	103	30	29
Nottinghamshire	0	0	-	0	0	-	41	26	63
South Wales	1	0	0	2	0	0	102	46	45
South Yorkshire	0	0	-	0	0	-	63	22	35
Staffordshire	3	0	0	0	0	-	45	14	31
Suffolk	0	0	-	0	0	-	45	11	24
Surrey	1	0	0	0	0	-	69	32	46
Sussex	0	0	-	0	0	-	32	15	47
Thames Valley	0	0	-	0	0	-	60	26	43
Warwickshire	2	1	50	0	0	-	24	16	67
West Mercia	0	0	-	0	0	-	47	16	34
West Midlands	0	0	-	0	0	-	97	56	58
West Yorkshire	6	0	0	0	0	-	169	69	41
Wiltshire	3	0	0	0	0	-	83	39	47
Total	130	20	15	6	0	0	3,423	1,315	38

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 2016/17*

Gender	2015/16		2016/17		Percentage change from 2015/16
	N	%	N	%	
Female	12,986	37	13,127	38	1%
Male	21,236	61	20,724	60	-1%
Other	99	0	113	0	0%
Prefer not to say	0	0	0	0	0%
Unknown	365	1	322	1	0%
Total	34,686	100	34,286	100	

Table 18: *Ethnicity of complainants 2016/17*

Ethnicity	2015/16		2016/17		Percentage change from 2015/16
	N	%	N	%	
Asian	1,811	5	1,672	5	0%
Black	1,540	4	1,482	4	0%
White	16,714	48	16,751	49	1%
Other	786	2	791	2	0%
Not stated	12,632	36	12,552	37	1%
Unknown	1,203	3	1,038	3	0%
Total	34,686	100	34,286	100	

Table 19: *Age of complainants 2016/17*

Age group	2015/16		2016/17		Percentage change from 2015/16
	N	%	N	%	
17 & below	244	1	263	1	0%
18-29	4,982	14	4,759	14	0%
30-39	5,961	17	6,198	18	1%
40-49	6,314	18	6,385	19	1%
50-59	4,881	14	5,110	15	1%
60+	2,820	8	3,018	9	1%
Unknown	9,484	27	8,553	25	-2%
Total	34,686	100	34,286	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 2016/17*

Status	N	%
Police officer ranks	32,030	87
Police staff including traffic wardens	3,266	9
Community support officers	897	2
Contracted staff	153	0
Special constables	534	1
Total	36,880	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 2016/17*

Gender	N	%
Female	10,112	28
Male	26,268	72
Other	12	0
Unknown	295	1
Total	36,687	100

Table 22: *Ethnicity of those subject to a complaint 2016/17*

Ethnicity	N	%
White	31,302	85
Asian	1,014	3
Black	559	2
Other	636	2
Not stated	778	2
Unknown	2,398	7
Total	36,687	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.

5. 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.

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

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*: 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).



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 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 (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

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 36).



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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