

# Police complaints



Statistics for England and Wales  
2013/14 and 2012/13

# Acknowledgements

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



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# Introduction

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This report presents figures on complaints recorded about the police in England and Wales in 2013/14<sup>1</sup>. These complaints are made by members of the public about the conduct of those serving with the police or about the direction and control of the police and are dealt with under the Police Reform Act 2002.

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

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

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

An overview of the IPCC's work with police complaints can be found in its annual reports on the IPCC website: [www.ipcc.gov.uk/page/annual-report-and-plans](http://www.ipcc.gov.uk/page/annual-report-and-plans). The annual report provides an overview of the IPCC's own performance with regards to investigations, appeals and complaints it handles.

<sup>1</sup> Legislative changes in November 2012 and associated IT updates to both police force and IPCC systems meant that it was not possible to produce the annual police complaints statistics publication for 2012/13. The figures for 2012/13 are included in this report.

# Changes to the handling of complaints

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## **Police Reform and Social Responsibility Act 2011**

Under the Police Reform Act 2002 (PRA 2002), police forces must record all complaints made by the public about the conduct of those serving with the police. The Police Reform and Social Responsibility Act 2011 (PRsRA 2011) broadened the definition of a complaint to include those regarding matters such as general policing policies, known as 'direction and control'.

The PRsRA 2011 also included changes about how appeals are handled. Previously, the IPCC was the relevant appeal body for all appeals. Appeals about the non-recording of a complaint continue to be dealt with solely by the IPCC. For all other appeals, there is now a test to decide whether an appeal should be dealt with by the IPCC or the relevant chief officer.

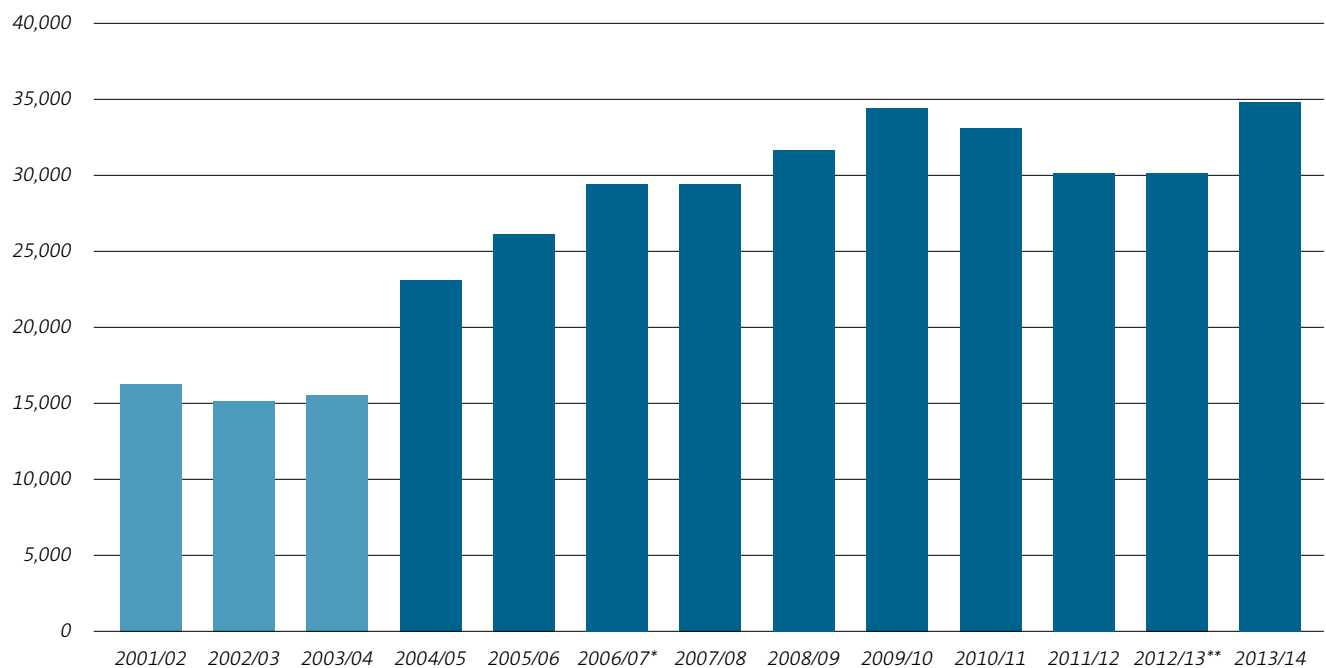
Changes made to the police complaints system under PRsRA 2011 came into effect for complaint cases received on or after 22 November 2012. 2013/14 was the first year the IPCC was able to collect data from police forces for direction and control complaints and appeals dealt with by chief officers.

# Findings

## Complaint cases recorded

- A total of **34,863 complaints were recorded** during 2013/14. This is a 15% increase compared to 2012/13 and represents a 52% increase since 2004/05 (table 2 and figure 1).
- This increase was clear, to varying degrees, in the majority of police forces across England and Wales. In 2013/14, 38 police forces showed an increase in the number of complaint cases recorded compared to 2012/13 (table 3).

Figure 1. *Complaint cases recorded 2001/02 – 2013/14*



\*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 days. The majority of complaints (80%) continue to be recorded within this time:
- Forces varied in their rates for recording complaints in time, from 53% to 100% (table 4). Less than half of police forces (20) reported an improvement or remained the same in the proportion of complaints recorded in time when compared to 2012/13.

## Allegations recorded

A complaint case may have one or more allegations attached to it. For example, a person may allege that a police officer pushed them and that the officer was rude to them. This would be recorded as two separate allegations forming one complaint case<sup>2</sup>.

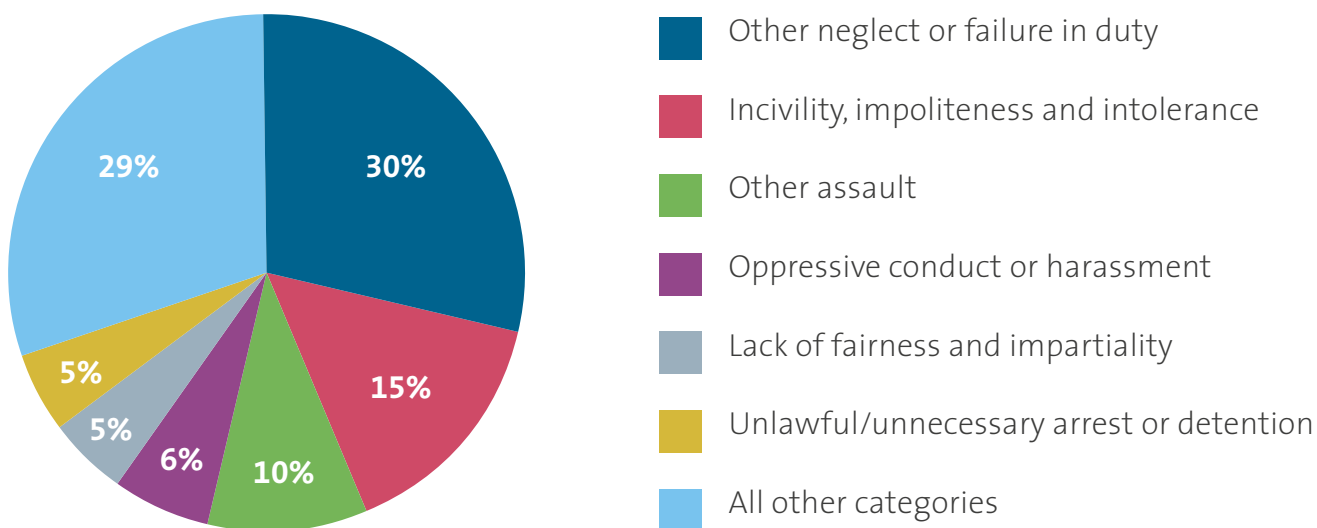
- During 2013/14, **61,694 allegations were recorded**. This is a 10% increase compared to 2012/13 (table 5).
- Some of the increase in the number of allegations recorded in 2013/14 was due to the broadening of the definition of a complaint to include direction and control. New allegation categories for direction and control were introduced and, in 2013/14, represented 4% of all allegations recorded<sup>3</sup>:
  - general policing standards (691 allegations)

- operational policing policies (643 allegations)
- organisation decisions (463 allegations)
- operational management decisions (377 allegations)

- Each allegation is recorded against one of 27 allegation categories<sup>4</sup>. Six allegation categories accounted for 71% of all those recorded in 2013/14; the same six categories accounted for a similar proportion in 2012/13 (table 6). These were:

- other neglect or failure in duty (30%)
- incivility, impoliteness and intolerance (15%)
- other assault (10%)
- oppressive conduct or harassment (6%)
- lack of fairness and impartiality (5%)
- unlawful/unnecessary arrest or detention (5%)

Figure 2. *Allegations recorded in 2013/14 by category*



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

<sup>3</sup> Information about the types of complaints that should be classified as direction and control can be found in section one of the IPCC's *Statutory Guidance* (2013) on the IPCC website: [www.ipcc.gov.uk/page/statutory-guidance](http://www.ipcc.gov.uk/page/statutory-guidance).

<sup>4</sup> A full list of the allegation categories and definitions of these can be found in the IPCC's *Guidance on the recording of complaints under the Police Reform Act 2002* (see above for link).



## Findings

An allegation rate per 1,000 police force employees<sup>5</sup> is used to provide a meaningful comparison of allegations recorded across police forces.

- During 2013/14, the allegation rate per 1,000 force employees reflected the increase in the number of allegations recorded, at 251 compared to 228 in 2012/13 (table 7).
- In 2013/14, allegation rates across police forces ranged from 98 to 436 per 1,000 employees.

## Allegations finalised

An allegation can be dealt with in a number of ways. It may be investigated, withdrawn, subject to a disapplication, dispensation or discontinuance, or dealt with through local resolution. There are also different forms of investigation. For an explanation of the different ways an allegation may be handled, please see Annex A. An allegation is considered finalised when the complainant is notified of the result of the allegation and any planned action; it does not include any time during which an appeal can be made<sup>6</sup>.

- During 2013/14, **53,393 allegations were finalised** (table 8). The proportion of allegations finalised by investigation decreased slightly, from 58% in 2012/13 to 52%; whereas the proportion dealt with by local resolution increased from 25% to 33% (table 9 for 2012/13).
- **Key indicators:** Overall, in 2013/14 it took on average more time to deal with allegations compared to previous years:
  - In 2013/14 it took on average **57 working days to deal with an allegation through local resolution** (table 10) - two days more than the average time in both 2012/13 and

2011/12.

- Twenty police forces reported the same time or a reduction in their average time when compared to that in 2012/13 (table 11).
- In 2013/14, it took on average **135 working days to locally investigate an allegation** (table 10), reversing the improvement seen in previous years. This is 11 days more than the average time in both 2012/13 and 2011/12.
- Eighteen police forces reported the same time or a reduction in their average time when compared to that in 2012/13 (table 11).
- It took on average 286 working days to deal with an allegation through a supervised investigation (table 10), compared to 164 working days in 2012/13 (table 11).
- In 2013/14, there were a number of complaint cases subject to supervised investigation that were delayed while waiting for a legal judgement. These are likely to have had an impact on the average time.

## The proportion of allegations not proceeded with

- A total of **3,335 allegations were subject to a disapplication, dispensation or discontinuance**, accounting for 6% of all allegations finalised in 2013/14 (table 8). This figure varied across police forces from 0% to 15%. The proportion of allegations dealt with in these ways has been decreasing since 2011/12 (9%).
- In 2013/14, **4,499 allegations were withdrawn**, representing 8% of all allegations finalised (table 8) and is the same as the proportion withdrawn in 2012/13 (table 9). The proportion of allegations dealt with in this way varied across police forces from 1% to 28%.

<sup>5</sup> '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.

<sup>6</sup> More information about finalising allegations can be found in the IPCC's *Guidance on the recording of complaints under the Police Reform Act 2002*.

## Investigation outcomes

On 1 April 2010, the IPCC issued revised Statutory Guidance<sup>7</sup> that changed the way complaint allegations are handled by an investigation. Complaint cases recorded before the implementation of the revised guidance in 2010 may be substantiated and those recorded after implementation may be upheld. For an explanation of substantiated and upheld please see Annex A.

- Forty-two of the allegations finalised by an investigation in 2013/14 were dealt with under the old system. Of these, **10% were substantiated** (table 13).
- Of the complaint cases recorded on or after 1 April 2010, 27,831 allegations were finalised by an investigation in 2013/14. Of these, **14% were upheld**, compared to 12% in 2012/13 (table 12). The proportion of allegations upheld in 2013/14 varied across police forces from 4% to 26%.

## Complaint cases finalised

A complaint case is considered finalised when all action relating to a complaint case has been concluded. This includes the time during which an appeal can be lodged and to deal with the appeal where made, and time for any misconduct and/or criminal proceedings to be concluded<sup>8</sup>.

- A total of **30,005 complaint cases were finalised** in 2013/14. This is 6% more than the number finalised in 2012/13 (28,309).
- **Key indicators:** Overall, the average time taken to finalise complaint cases in 2013/14 was similar to the average time taken in 2012/13:

- It took on average **101 working days to finalise complaint cases** in 2013/14 (table 14), the same as the average time in 2012/13.
- The average time varied across police forces from 43 to 162 working days.
- Eighteen police forces reported the same time or a reduction in their average time compared to 2012/13.
- A complaint can be subject to one or more periods in sub judice. For an explanation of sub judice, please see Annex A. If the time complaint cases spent in sub judice is deducted, the average time to finalise complaint cases was **93 working days** in 2013/14 (table 14), one day more than the average time in 2012/13.
- The average time varied across police forces from 41 to 149 working days.

## Appeals

The Police Reform and Social Responsibility Act 2011 included changes in relation to how appeals are handled.

Previously, the IPCC was the relevant appeal body for all types of appeals. Appeals about the recording of complaints are still dealt with solely by the IPCC. For all other types of appeal, there is now a test to determine whether an appeal should be dealt with by the IPCC or the relevant chief officer<sup>9</sup>; if any of the following apply, the IPCC is the relevant appeal body, otherwise the chief officer will deal with the appeal:

- The complaint the appeal relates to is about a senior officer.

<sup>7</sup> The IPCC's Statutory guidance has since been revised again to reflect the changes introduced by the Police Reform and Social Responsibility Act 2011, which came into effect on 22 November 2012. However, the changes to investigated allegations introduced in 2010 remain in the latest version of the *Statutory guidance (2013)*.

<sup>8</sup> More information about finalising complaint cases can be found in the IPCC's *Guidance on the recording of complaints under the Police Reform Act 2002*.

<sup>9</sup> More information about the test to determine who should deal with an appeal is set out in section 13 of the IPCC's *Statutory guidance (2013)*. 'Chief officer' is a collective term that 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).

## Findings

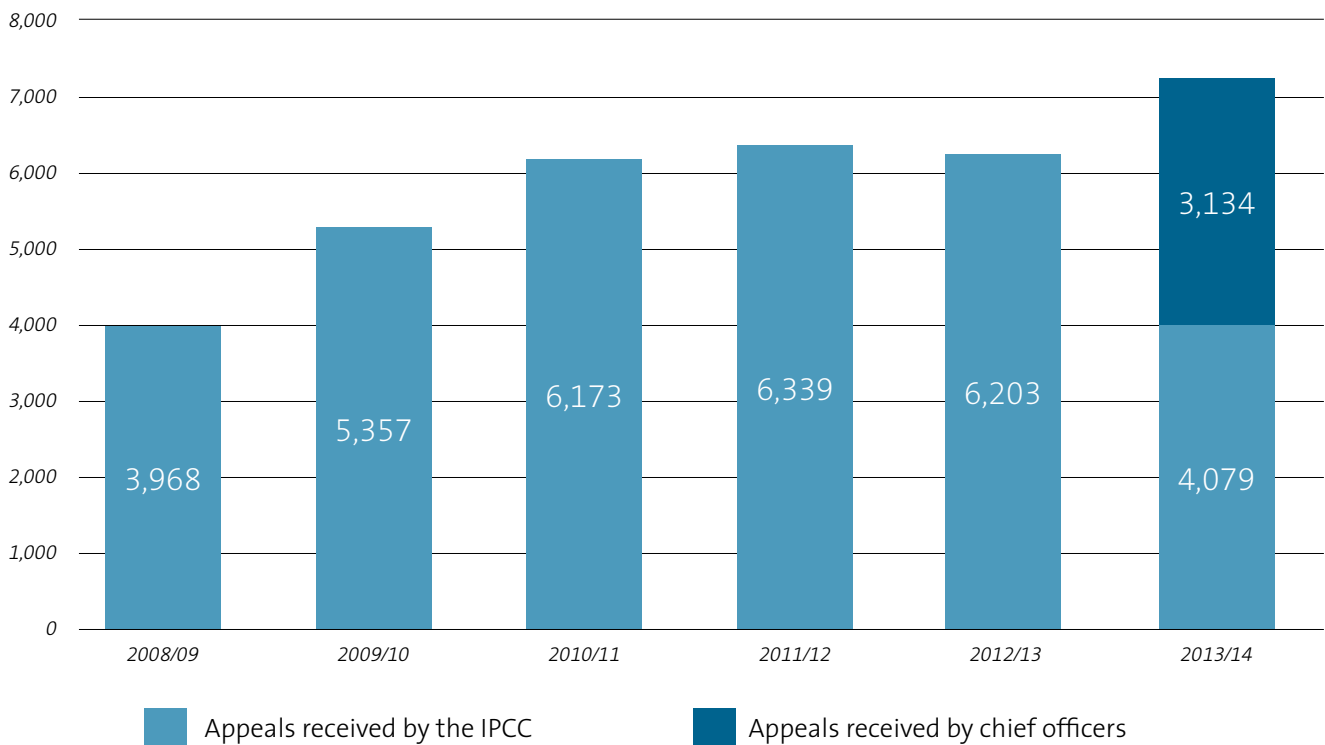
- If proved, the complaint would justify criminal and/or misconduct proceedings or the complaint involves the infringement of a person's rights under Article 2 or 3.
- The complaint has been referred to the IPCC or must be referred.
- The complaint arises from the same incident as a complaint falling within one of the above three categories.

A complainant has the right to appeal about the way in which a police force has handled their complaint. An appeal can be made about a decision not to record a complaint, the outcome of a local resolution process, or the local or supervised investigation into a complaint. They can also appeal the decision to discontinue a local investigation or to disapply the requirements under the Police Reform Act 2002, or about the outcome of a complaint that has been subject to disapplication<sup>10</sup>.

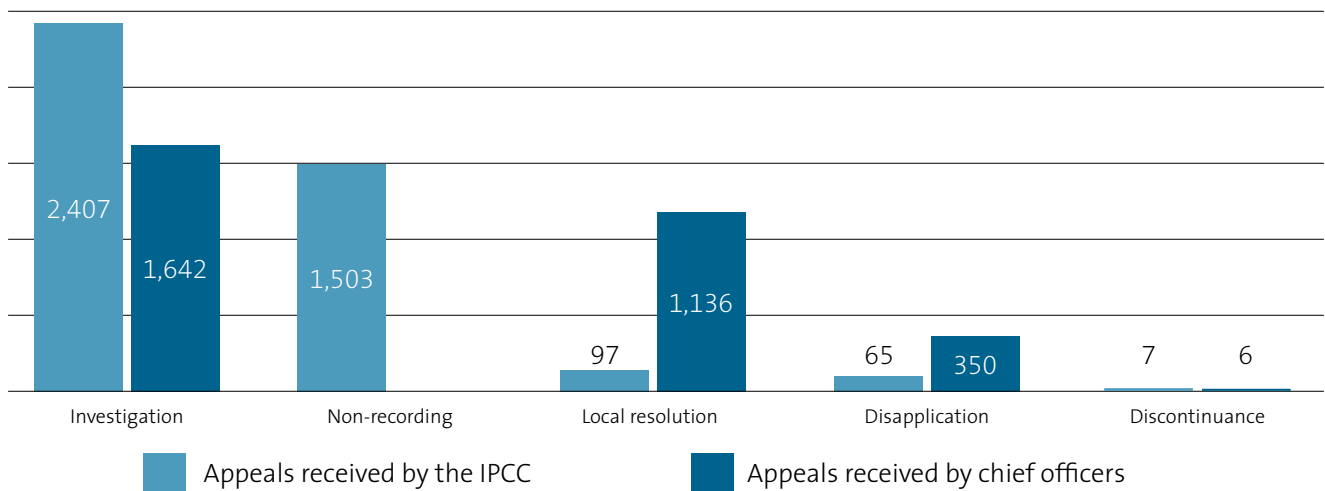
**During 2013/14 the number of appeals received across the complaints system increased by 16% compared to the number of appeals received in 2012/13.**

The number of appeals received during 2012/13 does not include those that were received by police forces as this data could not be collected. Chief officers began dealing with appeals on complaint cases received on or after 22 November 2012. Due to the time it takes to deal with complaints to the point at which an appeal can be made, it is likely appeals relating to complaint cases received on or after 22 November 2012 were not made until the following year. Therefore, the number of force appeals received in 2012/13 is likely to be low.

Figure 3. *Appeals received 2008/09 – 2013/14*



<sup>10</sup> Information about the different appeal rights can be found in Section 13 of the IPCC's *Statutory guidance (2013)*.

Figure 4. *Number of appeals received in 2013/14 by appeal body and appeal type*

## Appeals to chief officers

- In 2013/14, **3,134 appeals were made to chief officers** about the handling of a complaint by their police force (table 15).

- Over half (52%) of the appeals received by chief officers were about an investigation into a complaint and 36% were about the outcome of a local resolution process. The remainder were about complaints that had been subject to a disapplication or discontinuance (table 16).

- **Key indicators:** In 2013/14, 20% of all appeals completed by chief officers were upheld<sup>11</sup> (table 17):

- In 2013/14, **22% of investigation appeals completed by chief officers were upheld.** The upholding rate varied considerably across police forces from 0% to 80%. One police force did not receive or complete any investigation appeals in 2013/14.

- **21% of local resolution appeals completed by chief officers were upheld.** The upholding rate varied across police forces from 0% to 50%. One police force did not receive or complete any local resolution appeals in 2013/14.

- A number of police forces did not complete any disapplication appeals in 2013/14.

- **7% of those that were completed were upheld.** The upholding rate varied across police forces from 0% to 50%.

- In 2013/14, **20% of discontinuance appeals completed by chief officers were upheld.** Five discontinuance appeals were completed by police forces of which only one was upheld.

- On average it took police forces **41 working days to complete appeals.** The average time varied across police forces from 11 to 104 working days.

## Appeals to the IPCC

- In 2013/14, **4,079 appeals were made to the IPCC** about the handling of a complaint by a police force (table 18). This represents a 34% decrease compared to the number received in 2012/13.

- Over half (2,407) of the appeals made to the IPCC were about an investigation into a complaint (table 19).

- The number of appeals about the decision not to record a complaint that were received by the IPCC increased by 24% in 2013/14 when compared to 2012/13 (table 18).

<sup>11</sup> The calculation for percentage of appeals upheld excludes any appeals that were deemed invalid. Please see Annex A for an explanation of invalid appeals.

## Findings

- The number of local resolution appeals received by the IPCC has gradually decreased in recent years, with 97 received in 2013/14 compared to 372 in 2012/13 (table 18).
- The number of disapplication and discontinuance appeals is small, representing 2% of the total number of appeals received by the IPCC in 2013/14 (table 19).
- **Key indicators:** The proportion of appeals completed by the IPCC that are upheld continues to increase and in 2013/14, 46% were upheld<sup>12</sup> (table 20). This compares to 44% in 2012/13 and 38% in 2011/12 (table 18):
  - In 2013/14, **44% of investigation appeals completed by the IPCC were upheld.** This is an increase compared to 2012/13 when the rate was 40% and 2011/12 when it was 31%. The upholding rate varied across police forces from 17% to 59%.
  - **49% of non-recording appeals completed by the IPCC were upheld** in 2013/14, compared to 57% in 2012/13 and 61% in 2011/12. The upholding rate ranged from 17% to 100% across police forces.
- There was an increase in the proportion of local resolution appeals upheld by the IPCC, with **64% of local resolution appeals completed being upheld** in 2013/14 compared to 42% in 2012/13. Although this percentage is high, the IPCC dealt with only a small proportion of all appeals about local resolution in 2013/14.
- **22% of disapplication appeals completed by the IPCC were upheld** in 2013/14.
- Only one discontinuance appeal was completed in 2013/14. The appeal was upheld, meaning **100% of the discontinuance appeals completed by the IPCC were upheld.**

## Appeals upheld

Upholding rates for appeals dealt with by police forces are much lower than those for appeals dealt with by the IPCC during 2013/14 and previous years. It should be noted that the upholding rate for a force may relate to a small number of appeals, therefore some caution is needed when comparing forces.

Table 1: *Appeals completed and upheld during 2013/14 by relevant appeal body and appeal type*

Appeal type	IPCC appeals			Force appeals		
	Number completed*	Number upheld	% upheld	Number completed*	Number upheld	% upheld
Investigation	3,193	1,412	44%	1,240	278	22%
Local resolution	67	43	64%	800	168	21%
Disapplication	51	11	22%	262	19	7%
Non-recording	1,252	614	49%	-	-	-

\* The figures for 'number completed' exclude any appeals that were deemed invalid, i.e. there was no right of appeal.

## Appeals upheld by the IPCC

The IPCC considers appeals about the handling of complaints against various grounds and can uphold the appeal if these are met.

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 relation to the determination(s) in relation to misconduct, gross misconduct or performance
- in relation to the determinations relating to the action to be taken or not as a result of the investigation

<sup>12</sup> The calculation for percentage of appeals upheld excludes any appeals that were deemed invalid. Please see Annex A for an explanation of invalid appeals.

## Findings

- in relation to the determination not to refer the report to the Crown Prosecution Service (CPS).

The grounds for upholding non-recording appeals are:

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

An appeal may be upheld on one or more ground<sup>13</sup>.

- Of the investigation appeals completed and upheld by the IPCC in 2013/14:
  - 1,225 (87%) were upheld in relation to the findings of the investigation. This was the ground most commonly upheld on.
  - 599 (42%) were upheld on the ground of inadequate information provided to the complainant.
  - 564 (40%) were upheld in relation to the action to be taken (or not) as a result of the investigation.
  - 211 (15%) were upheld on the ground of 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 CPS, with only 33 appeals upheld on this ground.
- Of the non-recording appeals completed and upheld in 2013/14:
  - The most common ground non-recording appeals were upheld on was in relation

to the recording decision, with 448 (73%) upheld on this ground.

- Just over a third (219) were upheld on the ground of failure to make a recording decision.
- Twenty-one (3%) were upheld in relation to the failure to notify the correct appropriate authority about the complaint.

## Profile of complainants

- In 2013/14, **34,786 people complained** about the conduct of someone serving with the police or about the direction and control of a police force – an increase of 13% when compared to 2012/13 when 30,880 people complained about the police.
- 64% (22,091) of complainants in 2013/14 were men (table 23) and 51% (17,769) were White (table 24). This reflects the trend each year since 2004/05. It should be noted that for 34% (11,955) of complainants, their ethnicity was not stated.
- 18% (6,345) of complainants were aged between 40 and 49 years of age; it is worth noting that the age was ‘unknown’ for 30% (10,606) of complainants in 2013/14 (table 25).

## Profile of subjects

- In 2013/14, **37,032 people serving with the police** were subject to a recorded complaint – an increase of 6% compared to 2012/13 when 34,897 were subject to a recorded complaint.
- 88% (32,873) of individuals subject to complaint in 2013/14 were police officers rather than police staff (table 29).
- Of those facing complaints, 73% (27,161) were men and 88% (32,407) were White (tables 30 and 31).

<sup>13</sup> Information about the grounds of appeal can be found in Section 13 of the IPCC's *Statutory guidance (2013)*.

# Discussion

A key finding of this report is the 15% increase in the number of complaint cases recorded during 2013/14 compared to 2012/13. This increase was clear, to varying degrees, in the majority of police forces across England and Wales. The number of complaint cases recorded has now more than doubled since the reform of the police complaints system in 2004, although it has fluctuated in that time. The number of complaint cases recorded steadily increased from 2004/05 to 2009/10. There was then a gradual decrease before the number started to climb again in 2012/13. The number recorded in 2013/14 is the highest number recorded in any year since 2004/05.

The increase in the number of complaint cases recorded is reflected in the increase in the number of allegations recorded<sup>14</sup>. By looking at the allegations data, we can see that some of the increase is because of the broadening of the definition of a complaint under the Police Reform and Social Responsibility Act 2011 (PRSRA 2011) to include complaints relating to direction and control matters. However, the increase also suggests people are less satisfied about their contact with the police than in previous years or they are more willing to complain, or both. This is supported by the findings of research commissioned by the IPCC about the public's confidence in the police complaints system.

## Public contact with the police and confidence in the police complaints system

Research commissioned by the IPCC asked a representative sample of members of the public about their contact with the police and their awareness and confidence in the police complaints system (Ipsos MORI, 2014)<sup>15</sup>. The survey was conducted early in 2014 and shows people had experienced more contact with the police over the previous 12 months than in 2011; 23% report some contact compared to 20% in 2011. The survey also shows that people are less happy with the contact they have had than they were in 2011, with 66% stating they are happy compared to 76% in 2011.

Another key finding of the survey is that people's willingness to complain has increased from 68% in 2011 to 73% in 2014. However, this is not always reflected when the results are broken down by ethnicity and age groups. The willingness to complain of those from ethnic minority groups dipped slightly when compared to 2011 (66% compared to 67%) and they are less likely to complain than the White population (75%). Young people are also less likely to complain than those aged 25 and over. These findings are reflected in the profile of complainants presented in this report.

<sup>14</sup> A complaint case may have one or more allegations attached to it.

<sup>15</sup> The results of the survey are published in *Public Confidence in the Police Complaints System*, July 2014, on the IPCC website: [www.ipcc.gov.uk/page/public-confidence](http://www.ipcc.gov.uk/page/public-confidence).

## Timeliness

It is too early to gauge the impact of the rise in the number of complaint cases recorded in 2013/14 and the subsequent increased demand on the police complaints system on the time it takes to deal with complaints due to how long it can take to finalise complaint cases. However, there are indications; while forces continue to record a high number of complaint cases within the ten working days standard, the proportion recorded in time did decrease in 2013/14 when compared to 2011/12 (before the increase in the number of complaint cases recorded). Furthermore, the overall average time to deal with allegations has increased when compared to previous years. Both of these may indicate that, should the increased demand on the complaints system continue, the time police forces take to deal with complaints will increase next year.

## Appeals

The overall number of appeals received in 2013/14 increased. This may be due to changes introduced by PRSRA 2011 about the grounds on which a force need not record a complaint, which were expanded<sup>16</sup>, and changes to the local resolution process and corresponding appeal right (complainants can now appeal about the outcome of a local resolution; previously the appeal right was in relation to the process only). The increase in appeals may also reflect the fact people are less happy about their contact with the police<sup>17</sup> as the majority of complaints are dealt with by police forces.

A key finding of this report is the increase in the number of non-recording appeals. This is an important part of the process, as members of the public can be excluded from the police complaints system at this stage. The IPCC still

upholds a great deal of non-recording appeals, largely disagreeing with the decisions police forces make. However, the uphold rate reduced in 2013/14 from 57% in 2012/13 to 49%.

It should also be noted that recent data published in quarterly bulletins suggests the proportion of investigation appeals upheld by the IPCC is gradually decreasing for the first time since 2009/10<sup>18</sup>. The IPCC has conducted a number of oversight projects into how forces handle complaints, and issued additional guidance and support in order to help forces improve<sup>19</sup>.

A further key finding of this report is that the upholding rate for appeals dealt with by police forces is significantly lower than that for appeals dealt with by the IPCC. This could be due to a number of factors and some caution is needed when comparing forces due to the sometimes small number of appeals involved. Further work is needed to understand why forces appear less likely to uphold appeals and this is an area the IPCC will wish to consider in more depth with forces.

### 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.

<sup>16</sup> The grounds on which a police force need not record a complaint under the Police Reform Act 2002 are set out in section 3 of the IPCC's *Statutory guidance (2013)*.

<sup>17</sup> *Public Confidence in the Police Complaints System*, July 2014, available on the IPCC website.

<sup>18</sup> The latest quarterly force bulletins are available on the IPCC website: [www.ipcc.gov.uk/reports/statistics/police-complaints/police-performance-data](http://www.ipcc.gov.uk/reports/statistics/police-complaints/police-performance-data).

<sup>19</sup> In May 2014, the IPCC launched *Focus*, a publication providing practical advice to support police forces in their handling of complaints. Copies can be found on the IPCC website: [www.ipcc.gov.uk/page/focus](http://www.ipcc.gov.uk/page/focus).



# Tables

Table 2: *Complaint cases recorded 2001/02 - 2013/14*

	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07*	2007/08	2008/09
<b>Total recorded in year</b>	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
<b>Total recorded in year</b>	34,310	33,099	30,143	30,365	34,863
% annual change	8	-4	-9	1	15

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

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

Table 3: *Complaint cases recorded 2012/13 and 2013/14*

Police force	2011/12	2012/13	% change from 2011/12	2013/14	% change from 2012/13
Avon and Somerset	905	896	-1	1,189	33
Bedfordshire	229	273	19	353	29
British Transport Police	419	331	-21	418	26
Cambridgeshire	354	380	7	384	1
Cheshire	421	461	10	568	23
City of London	108	123	14	234	90
Cleveland	443	481	9	454	-6
Cumbria	216	271	25	328	21
Derbyshire	581	504	-13	443	-12
Devon and Cornwall	1,048	1,228	17	1,364	11
Dorset	363	361	-1	391	8
Durham	243	241	-1	303	26
Dyfed-Powys	287	331	15	328	-1
Essex	838	913	9	933	2
Gloucestershire	353	276	-22	336	22
Greater Manchester	1,021	1,204	18	1,536	28
Gwent	330	311	-6	311	-
Hampshire	819	882	8	968	10
Hertfordshire	326	433	33	541	25
Humberside	449	437	-3	541	24
Kent	742	962	30	1,200	25
Lancashire	795	773	-3	877	13
Leicestershire	451	465	3	677	46
Lincolnshire	490	498	2	510	2
Merseyside	753	663	-12	695	5
Metropolitan	6,610	6,788	3	7,115	5
Norfolk	498	376	-24	518	38
North Wales	298	306	3	330	8
North Yorkshire	496	471	-5	544	15
Northamptonshire	376	371	-1	444	20
Northumbria	680	401	-41	794	98
Nottinghamshire	452	576	27	960	67
South Wales	640	628	-2	721	15
South Yorkshire	419	386	-8	459	19
Staffordshire	368	350	-5	310	-11
Suffolk	261	258	-1	381	48
Surrey	648	666	3	693	4
Sussex	706	750	6	900	20
Thames Valley	1,045	954	-9	1,043	9
Warwickshire	193	174	-10	215	24
West Mercia	693	674	-3	592	-12
West Midlands	1,536	1,335	-13	1,473	10
West Yorkshire	819	806	-2	1,000	24
Wiltshire	421	397	-6	489	23
<b>Total</b>	<b>30,143</b>	<b>30,365</b>	<b>1</b>	<b>34,863</b>	<b>15</b>

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: *Time taken to record complaint cases\* 2010/11 to 2013/14*

Police force	2010/11		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	Complaint cases recorded	% within 10 working days
Avon and Somerset	924	86	905	90	896	96	1,189	93
Bedfordshire	355	90	229	93	273	96	353	90
British Transport Police	418	95	419	94	331	94	418	94
Cambridgeshire	455	91	354	96	380	96	384	93
Cheshire	476	92	421	92	461	94	568	95
City of London	120	93	108	96	123	89	234	95
Cleveland	436	90	443	86	481	87	454	85
Cumbria	293	79	216	76	271	78	328	74
Derbyshire	506	65	581	58	504	92	443	94
Devon and Cornwall	1,028	82	1,048	50	1,228	71	1,364	53
Dorset	410	99	363	99	361	95	391	97
Durham	199	70	243	71	241	80	303	86
Dyfed-Powys	287	58	287	86	331	91	328	92
Essex	880	88	838	90	913	93	933	92
Gloucestershire	314	98	353	96	276	89	336	70
Greater Manchester	1,155	89	1,021	97	1,204	62	1,536	65
Gwent	387	94	330	90	311	86	311	97
Hampshire	648	81	819	83	882	84	968	88
Hertfordshire	414	84	326	90	433	99	541	96
Humberside	526	95	449	90	437	86	541	89
Kent	778	88	742	90	962	94	1,200	92
Lancashire	783	71	791	77	772	85	875	80
Leicestershire	471	92	451	90	465	88	677	86
Lincolnshire	430	85	490	90	498	91	510	94
Merseyside	761	84	753	84	663	57	695	95
Metropolitan	7,493	87	6,610	84	6,788	62	7,115	65
Norfolk	550	92	498	94	376	98	518	97
North Wales	382	94	298	91	306	95	330	90
North Yorkshire	525	89	496	90	471	87	544	89
Northamptonshire	535	94	376	97	371	99	444	100
Northumbria	608	86	680	88	401	86	794	82
Nottinghamshire	476	80	452	88	576	94	960	97
South Wales	675	93	640	95	628	90	721	61
South Yorkshire	528	88	419	85	386	86	459	74
Staffordshire	437	94	368	92	350	87	310	79
Suffolk	336	81	261	78	258	95	381	98
Surrey	672	92	648	95	666	95	693	91
Sussex	745	70	706	63	750	62	900	67
Thames Valley	1,147	88	1,045	93	954	90	1,043	95
Warwickshire	306	97	193	95	174	92	215	67
West Mercia	987	93	693	95	674	96	592	74
West Midlands	1,871	94	1,536	80	1,335	74	1,473	66
West Yorkshire	940	95	819	96	806	97	1,000	94
Wiltshire	408	89	421	96	397	93	489	65
<b>Total</b>	<b>33,075</b>	<b>87</b>	<b>30,139</b>	<b>86</b>	<b>30,364</b>	<b>81</b>	<b>34,861</b>	<b>80</b>

\*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 ten working days. Therefore they may not match the actual number of complaint cases recorded presented in table 3.

Table 5: *Number of allegations recorded in 2012/13 and 2013/14 and comparison with previous year*

Police force	Number of allegations 2011/12	Number of allegations 2012/13	Change in number of allegations	% change from 2011/12 to 2012/13	Number of allegations 2013/14	Change in number of allegations	% change from 2012/13 to 2013/14
Avon and Somerset	1,446	1,568	122	8	2,080	512	33
Bedfordshire	435	530	95	22	751	221	42
British Transport Police	767	598	-169	-22	762	164	27
Cambridgeshire	828	770	-58	-7	750	-20	-3
Cheshire	721	938	217	30	1,288	350	37
City of London	200	199	-1	-1	270	71	36
Cleveland	855	1,005	150	18	887	-118	-12
Cumbria	282	334	52	18	482	148	44
Derbyshire	1,065	874	-191	-18	803	-71	-8
Devon and Cornwall	1,648	2,205	557	34	2,276	71	3
Dorset	644	561	-83	-13	596	35	6
Durham	498	453	-45	-9	463	10	2
Dyfed-Powys	650	735	85	13	598	-137	-19
Essex	1,586	1,648	62	4	1,459	-189	-11
Gloucestershire	573	419	-154	-27	448	29	7
Greater Manchester	2,041	2,618	577	28	3,155	537	21
Gwent	578	645	67	12	783	138	21
Hampshire	1,651	1,645	-6	0	1,819	174	11
Hertfordshire	743	1,008	265	36	1,283	275	27
Humberside	906	910	4	0	923	13	1
Kent	1,103	1,332	229	21	1,533	201	15
Lancashire	1,471	1,384	-87	-6	1,623	239	17
Leicestershire	780	902	122	16	1,194	292	32
Lincolnshire	767	741	-26	-3	728	-13	-2
Merseyside	1,860	1,891	31	2	2,189	298	16
Metropolitan	12,255	12,502	247	2	11,542	-960	-8
Norfolk	740	509	-231	-31	867	358	70
North Wales	515	622	107	21	690	68	11
North Yorkshire	915	804	-111	-12	951	147	18
Northamptonshire	492	432	-60	-12	609	177	41
Northumbria	1,416	762	-654	-46	1,501	739	97
Nottinghamshire	805	1,033	228	28	1,592	559	54
South Wales	1,043	1,049	6	1	1,179	130	12
South Yorkshire	786	884	98	12	988	104	12
Staffordshire	619	643	24	4	536	-107	-17
Suffolk	475	347	-128	-27	566	219	63
Surrey	1,150	1,406	256	22	1,623	217	15
Sussex	1,029	1,136	107	10	1,248	112	10
Thames Valley	1,856	1,654	-202	-11	1,699	45	3
Warwickshire	469	330	-139	-30	405	75	23
West Mercia	964	894	-70	-7	770	-124	-14
West Midlands	2,808	2,836	28	1	3,377	541	19
West Yorkshire	1,662	1,513	-149	-9	1,707	194	13
Wiltshire	617	580	-37	-6	701	121	21
<b>Total</b>	<b>54,714</b>	<b>55,849</b>	<b>1,135</b>	<b>2</b>	<b>61,694</b>	<b>5,845</b>	<b>10</b>

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 2012/13 and 2013/14*

Allegation groupings	Allegation category	2012/13		2013/14	
		N	%	N	%
<b>Oppressive behaviour</b>	Serious non-sexual assault	322	1	336	1
	Sexual assault	114	0	110	0
	Other assault	5,669	10	5,925	10
	Oppressive conduct or harassment	3,585	6	3,880	6
	Unlawful/unnecessary arrest or detention	2,751	5	2,884	5
<b>Malpractice</b>	Irregularity in relation to evidence/perjury	1,286	2	1,252	2
	Corruption or malpractice	452	1	577	1
	Mishandling of property	1,816	3	1,855	3
<b>Breach of PACE</b>	Breach of Code A PACE on stop and search	591	1	503	1
	Breach of Code B PACE on searching of premises and seizure of property	1,579	3	1,492	2
	Breach of Code C PACE on detention, treatment and questioning	2,426	4	2,668	4
	Breach of Code D PACE on identification procedures	34	0	21	0
	Breach of Code E PACE on tape recording	19	0	18	0
	Unspecified breaches of PACE which cannot be allocated to a specific code	130	0	129	0
<b>Lack of fairness and impartiality</b>	Lack of fairness and impartiality	2,752	5	3,054	5
<b>Discriminatory behaviour</b>	Discriminatory behaviour	1,361	2	1,422	2
<b>Other neglect of duty</b>	Other neglect or failure in duty	16,483	30	18,624	30
<b>Incivility</b>	Incivility, impoliteness and intolerance	8,731	16	9,165	15
<b>Traffic</b>	Traffic irregularity	561	1	636	1
<b>Other</b>	Other irregularity in procedure	1,877	3	2,197	4
	Improper access and/or disclosure of information	1,308	2	1,377	2
	Other sexual conduct	51	0	61	0
	Other	1,951	3	1,334	2
<b>Direction and control</b>	General policing standards	-	-	691	1
	Operational management decisions	-	-	377	1
	Operational policing policies	-	-	643	1
	Organisational decisions	-	-	463	1
<b>Total</b>		<b>55,849</b>	<b>100</b>	<b>61,694</b>	<b>100</b>

Table 7: *Number of allegations recorded per 1,000 employees 2012/13 and 2013/14*

Police force	2012/13			2013/14		
	Allegations recorded against employees only	No of employees*	Allegations per 1,000 employees	Allegations recorded against employees only	No of employees**	Allegations per 1,000 employees
Avon and Somerset	1,568	5,649	278	2,060	5,576	369
Bedfordshire	530	2,284	232	727	2,182	333
British Transport Police	598	4,424	135	762	4,665	163
Cambridgeshire	770	2,668	289	707	2,610	271
Cheshire	936	3,975	235	1,268	3,868	328
City of London	199	1,299	153	123	1,249	98
Cleveland	1,003	2,069	485	847	1,942	436
Cumbria	334	2,104	159	443	1,979	224
Derbyshire	874	3,445	254	759	3,323	228
Devon and Cornwall	2,205	5,880	375	2,076	5,783	359
Dorset	561	2,702	208	594	2,552	233
Durham	452	2,390	189	407	2,343	174
Dyfed-Powys	735	2,025	363	578	2,053	282
Essex	1,642	6,134	268	1,434	5,926	242
Gloucestershire	418	2,223	188	435	2,121	205
Greater Manchester	2,618	12,376	212	3,141	12,049	261
Gwent	645	2,538	254	759	2,464	308
Hampshire	1,645	6,288	262	1,778	6,334	281
Hertfordshire	1,008	4,133	244	1,241	4,016	309
Humberside	908	4,034	225	789	3,911	202
Kent	1,332	6,388	209	1,330	6,091	218
Lancashire	1,384	5,906	234	1,513	5,709	265
Leicestershire	902	3,782	238	1,155	3,864	299
Lincolnshire	740	2,299	322	655	1,795	365
Merseyside	1,889	7,118	265	2,128	6,799	313
Metropolitan	12,502	53,939	232	11,433	51,433	222
Norfolk	509	3,103	164	799	3,075	260
North Wales	621	2,679	232	678	2,754	246
North Yorkshire	804	2,674	301	908	2,641	344
Northamptonshire	432	2,612	165	531	2,477	214
Northumbria	761	6,199	123	1,484	5,871	253
Nottinghamshire	1,030	4,061	254	1,503	4,014	374
South Wales	1,049	5,042	208	1,123	5,011	224
South Yorkshire	883	5,408	163	961	5,441	177
Staffordshire	637	3,819	167	527	3,675	143
Suffolk	346	2,521	137	522	2,441	214
Surrey	1,406	4,568	308	1,600	4,438	361
Sussex	1,134	5,533	205	1,183	5,475	216
Thames Valley	1,652	8,532	194	1,695	8,336	203
Warwickshire	330	1,811	182	394	1,850	213
West Mercia	894	4,272	209	730	4,111	178
West Midlands	2,805	12,091	232	3,321	11,631	286
West Yorkshire	1,513	9,476	160	1,679	9,076	185
Wiltshire	580	2,359	246	671	2,344	286
<b>Total</b>	<b>55,784</b>	<b>244,832</b>	<b>228</b>	<b>59,451</b>	<b>237,298</b>	<b>251</b>

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.

\* 'No. of employees' for 2012/13 is taken from Home Office publication *Police Service Strength, England and Wales, 31 March 2012*

\*\* 'No. of employees' for 2013/14 is taken from Home Office publication *Police Workforce, England and Wales, 31 March 2013*

Table 8: Means by which allegations were finalised 2013/14

Police force	Investigation		Withdrawn		Disapplication		Dispensation		Discontinuance		Local resolution		Unknown		Total N
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Avon and Somerset	980	54	85	5	61	3	12	1	12	1	665	37	0	0	1,815
Bedfordshire	150	24	48	8	45	7	6	1	2	0	387	61	0	0	638
British Transport Police	488	72	60	9	0	0	17	3	8	1	102	15	4	1	679
Cambridgeshire	209	31	55	8	20	3	13	2	0	0	385	56	0	0	682
Cheshire	569	47	92	8	32	3	6	0	25	2	480	40	0	0	1,204
City of London	85	32	5	2	0	0	0	0	0	0	173	66	0	0	263
Cleveland	553	55	59	6	32	3	11	1	3	0	347	35	0	0	1,005
Cumbria	200	47	6	1	37	9	3	1	0	0	180	42	0	0	426
Derbyshire	359	48	55	7	25	3	4	1	29	4	269	36	0	0	741
Devon and Cornwall	1,138	51	221	10	112	5	30	1	5	0	730	32	16	1	2,252
Dorset	286	46	50	8	60	10	6	1	26	4	199	32	0	0	627
Durham	208	48	21	5	27	6	4	1	0	0	169	39	0	0	429
Dyfed-Powys	327	57	61	11	64	11	17	3	0	0	106	18	0	0	575
Essex	638	44	219	15	92	6	7	0	2	0	476	33	0	0	1,434
Gloucestershire	66	17	34	9	24	6	0	0	10	3	263	66	0	0	397
Greater Manchester	271	14	227	12	92	5	0	0	29	2	1,235	65	50	3	1,904
Gwent	427	64	33	5	42	6	1	0	12	2	156	23	0	0	671
Hampshire	915	63	85	6	11	1	2	0	0	0	432	30	0	0	1,445
Hertfordshire	346	31	74	7	55	5	4	0	3	0	617	56	0	0	1,099
Humberside	168	24	91	13	39	6	25	4	0	0	369	53	0	0	692
Kent	658	46	246	17	55	4	4	0	28	2	454	31	0	0	1,445
Lancashire	104	7	171	12	102	7	10	1	1	0	1,045	73	1	0	1,434
Leicestershire	339	38	117	13	40	5	0	0	0	0	390	44	0	0	886
Lincolnshire	324	43	84	11	23	3	1	0	0	0	313	42	0	0	745
Merseyside	1,306	71	82	4	76	4	19	1	19	1	336	18	0	0	1,838
Metropolitan	7,295	72	692	7	548	5	97	1	27	0	1,434	14	0	0	10,093
Norfolk	565	65	31	4	45	5	4	0	8	1	218	25	0	0	871
North Wales	328	50	43	7	17	3	5	1	0	0	263	40	0	0	656
North Yorkshire	234	25	48	5	55	6	15	2	0	0	574	62	0	0	926
Northamptonshire	327	61	57	11	15	3	6	1	4	1	125	23	1	0	535
Northumbria	617	56	128	12	45	4	16	1	0	0	303	27	0	0	1,109
Nottinghamshire	530	34	108	7	65	4	2	0	6	0	853	54	2	0	1,566
South Wales	379	42	249	28	28	3	9	1	7	1	221	25	0	0	893
South Yorkshire	145	33	57	13	52	12	2	0	2	0	185	42	0	0	443
Staffordshire	273	63	43	10	9	2	0	0	1	0	105	24	0	0	431
Suffolk	297	57	43	8	28	5	0	0	2	0	148	29	0	0	518
Surrey	779	68	59	5	25	2	1	0	70	6	215	19	0	0	1,149
Sussex	312	27	91	8	83	7	12	1	2	0	650	57	0	0	1,150
Thames Valley	950	54	90	5	79	4	32	2	32	2	584	33	1	0	1,768
Warwickshire	222	73	30	10	0	0	0	0	1	0	52	17	0	0	305
West Mercia	356	53	54	8	18	3	12	2	11	2	216	32	0	0	667
West Midlands	1,748	62	233	8	85	3	41	1	20	1	702	25	0	0	2,829
West Yorkshire	1,287	80	106	7	67	4	8	0	6	0	140	9	0	0	1,614
Wiltshire	115	21	56	10	20	4	2	0	6	1	345	63	0	0	544
<b>Total</b>	<b>27,873</b>	<b>52</b>	<b>4,499</b>	<b>8</b>	<b>2,450</b>	<b>5</b>	<b>466</b>	<b>1</b>	<b>419</b>	<b>1</b>	<b>17,611</b>	<b>33</b>	<b>75</b>	<b>0</b>	<b>53,393</b>

Table 9: *Means by which allegations were finalised 2012/13*

Police force	Investigation		Withdrawn		Dispensation		Discontinuance		Local resolution		Unknown		Total N
	N	%	N	%	N	%	N	%	N	%	N	%	
Avon and Somerset	826	55	52	3	81	5	0	0	535	36	10	1	1,504
Bedfordshire	345	68	42	8	32	6	0	0	83	16	8	2	510
British Transport Police	435	72	71	12	16	3	4	1	79	13	0	0	605
Cambridgeshire	526	69	65	8	25	3	7	1	131	17	12	2	766
Cheshire	422	48	81	9	47	5	2	0	289	33	35	4	876
City of London	120	71	6	4	7	4	5	3	30	18	1	1	169
Cleveland	392	45	62	7	66	8	0	0	337	39	13	1	870
Cumbria	145	46	8	3	24	8	0	0	133	42	6	2	316
Derbyshire	492	58	70	8	38	4	29	3	214	25	11	1	854
Devon and Cornwall	998	51	179	9	133	7	3	0	610	31	25	1	1,948
Dorset	297	56	37	7	41	8	1	0	143	27	15	3	534
Durham	234	53	19	4	27	6	0	0	158	36	4	1	442
Dyfed-Powys	475	61	48	6	88	11	4	1	156	20	12	2	783
Essex	601	43	153	11	174	12	3	0	414	29	61	4	1,406
Gloucestershire	222	49	28	6	67	15	3	1	128	28	3	1	451
Greater Manchester	375	28	265	20	54	4	102	8	532	40	6	0	1,334
Gwent	280	49	43	8	37	7	0	0	195	34	14	2	569
Hampshire	816	61	73	5	47	4	0	0	391	29	13	1	1,340
Hertfordshire	700	73	55	6	76	8	0	0	129	13	5	1	965
Humberside	360	46	117	15	73	9	3	0	199	25	32	4	784
Kent	575	49	104	9	65	5	41	3	367	31	31	3	1,183
Lancashire	611	45	123	9	35	3	5	0	555	41	24	2	1,353
Leicestershire	381	53	44	6	30	4	13	2	232	32	22	3	722
Lincolnshire	247	34	65	9	22	3	0	0	389	53	12	2	735
Merseyside	923	69	134	10	67	5	1	0	191	14	21	2	1,337
Metropolitan	8,233	70	745	6	905	8	36	0	1,646	14	173	1	11,738
Norfolk	349	68	22	4	26	5	1	0	109	21	8	2	515
North Wales	267	46	54	9	42	7	2	0	205	36	6	1	576
North Yorkshire	173	22	17	2	71	9	3	0	533	66	6	1	803
Northamptonshire	230	55	49	12	11	3	0	0	118	28	8	2	416
Northumbria	701	76	42	5	61	7	4	0	95	10	16	2	919
Nottinghamshire	457	57	52	6	18	2	0	0	250	31	28	3	805
South Wales	283	31	274	30	76	8	8	1	253	28	19	2	913
South Yorkshire	197	39	24	5	83	16	0	0	201	39	6	1	511
Staffordshire	441	65	57	8	8	1	1	0	163	24	7	1	677
Suffolk	202	52	46	12	37	9	2	1	93	24	10	3	390
Surrey	847	64	40	3	122	9	38	3	247	19	27	2	1,321
Sussex	578	57	85	8	38	4	4	0	287	28	22	2	1,014
Thames Valley	1,021	54	93	5	117	6	7	0	642	34	25	1	1,905
Warwickshire	140	57	25	10	9	4	0	0	69	28	4	2	247
West Mercia	573	66	117	14	41	5	1	0	124	14	9	1	865
West Midlands	1,519	66	133	6	105	5	8	0	508	22	46	2	2,319
West Yorkshire	956	68	96	7	145	10	6	0	181	13	29	2	1,413
Wiltshire	251	42	55	9	40	7	5	1	236	39	12	2	599
<b>Total</b>	<b>29,216</b>	<b>58</b>	<b>3,970</b>	<b>8</b>	<b>3,327</b>	<b>7</b>	<b>352</b>	<b>1</b>	<b>12,580</b>	<b>25</b>	<b>857</b>	<b>2</b>	<b>50,302</b>



Table 10: *Time taken to finalise allegations 2013/14*

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	32	661	85	976	365	4
Bedfordshire	57	387	129	150	0	0
British Transport Police	45	102	95	488	0	0
Cambridgeshire	62	385	124	209	0	0
Cheshire	58	480	120	569	0	0
City of London	31	173	91	85	0	0
Cleveland	79	346	211	553	0	0
Cumbria	37	180	97	200	0	0
Derbyshire	45	268	118	359	0	0
Devon and Cornwall	56	728	179	1,136	401	1
Dorset	36	199	99	286	0	0
Durham	54	168	115	208	0	0
Dyfed-Powys	108	106	221	327	0	0
Essex	88	474	152	634	0	0
Gloucestershire	58	263	149	66	0	0
Greater Manchester	76	1,219	146	256	0	0
Gwent	77	146	148	427	0	0
Hampshire	55	432	121	914	143	1
Hertfordshire	48	617	133	343	412	3
Humberside	59	367	143	167	77	1
Kent	60	448	136	657	337	1
Lancashire	66	868	155	98	121	1
Leicestershire	56	388	168	336	389	3
Lincolnshire	59	313	123	324	0	0
Merseyside	44	335	140	1,306	0	0
Metropolitan	43	1,352	93	5,937	323	25
Norfolk	58	218	125	564	0	0
North Wales	54	263	239	319	76	2
North Yorkshire	53	574	202	234	0	0
Northamptonshire	41	125	88	327	0	0
Northumbria	49	302	191	617	0	0
Nottinghamshire	63	853	196	524	406	6
South Wales	90	221	233	374	559	5
South Yorkshire	45	185	127	139	0	0
Staffordshire	64	105	112	273	0	0
Suffolk	46	148	125	297	0	0
Surrey	32	215	102	779	0	0
Sussex	43	638	164	310	94	2
Thames Valley	65	584	157	949	0	0
Warwickshire	116	52	183	222	0	0
West Mercia	59	216	181	354	218	2
West Midlands	59	695	176	1,703	214	37
West Yorkshire	43	138	131	1,277	275	4
Wiltshire	46	345	125	113	0	0
<b>Total</b>	<b>57</b>	<b>17,282</b>	<b>135</b>	<b>26,386</b>	<b>286</b>	<b>98</b>

\*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 allegations finalised presented in table 8.

Table 11: *Time taken to finalise allegations 2012/13*

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	32	535	116	819	167	7
Bedfordshire	42	83	88	343	215	1
British Transport Police	39	79	86	434	326	1
Cambridgeshire	41	131	126	526	0	0
Cheshire	58	289	131	422	0	0
City of London	52	30	111	117	0	0
Cleveland	79	337	204	384	606	6
Cumbria	40	133	94	142	169	3
Derbyshire	39	209	108	487	132	5
Devon and Cornwall	53	609	162	992	206	6
Dorset	30	143	157	297	0	0
Durham	57	158	130	234	0	0
Dyfed-Powys	94	156	287	469	160	6
Essex	78	414	168	601	0	0
Gloucestershire	37	128	80	220	158	2
Greater Manchester	81	518	173	352	138	7
Gwent	49	190	147	271	0	0
Hampshire	54	391	85	814	230	2
Hertfordshire	48	129	94	697	166	3
Humberside	60	198	84	359	71	1
Kent	61	364	168	575	0	0
Lancashire	48	484	80	542	129	1
Leicestershire	46	232	122	378	109	3
Lincolnshire	71	389	111	247	0	0
Merseyside	54	191	140	914	0	0
Metropolitan	48	1,502	75	6,860	111	93
Norfolk	48	109	168	342	193	7
North Wales	66	205	174	266	0	0
North Yorkshire	42	533	117	170	384	2
Northamptonshire	43	117	83	229	390	1
Northumbria	39	87	185	691	182	2
Nottinghamshire	82	250	182	442	220	4
South Wales	69	250	205	274	289	5
South Yorkshire	41	201	202	196	0	0
Staffordshire	61	163	137	426	127	7
Suffolk	78	93	166	196	298	2
Surrey	27	245	58	847	0	0
Sussex	39	285	127	578	0	0
Thames Valley	74	642	176	1,018	318	1
Warwickshire	111	69	239	135	307	3
West Mercia	44	124	150	573	0	0
West Midlands	57	492	168	1,498	0	0
West Yorkshire	54	177	141	950	176	2
Wiltshire	48	236	113	242	135	4
<b>Total</b>	<b>55</b>	<b>12,300</b>	<b>124</b>	<b>27,569</b>	<b>164</b>	<b>187</b>

\*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 allegations finalised presented in table 9.

Table 12: *Outcomes of allegations finalised by investigation 2012/13 and 2013/14 (post-April 2010)*

Police force	2012/13					2013/14				
	Not upheld		Upheld		Total investigated (post-April 2010)	Not upheld		Upheld		Total investigated (post-April 2010)
	N	%	N	%	N	N	%	N	%	N
Avon and Somerset	686	83	140	17	826	815	83	162	17	977
Bedfordshire	287	83	58	17	345	128	85	22	15	150
British Transport Police	347	80	88	20	435	411	84	77	16	488
Cambridgeshire	441	84	85	16	526	177	85	32	15	209
Cheshire	333	80	81	20	414	463	81	106	19	569
City of London	105	90	12	10	117	72	85	13	15	85
Cleveland	354	91	35	9	389	476	86	77	14	553
Cumbria	131	90	14	10	145	181	91	19	10	200
Derbyshire	433	88	59	12	492	315	88	44	12	359
Devon and Cornwall	842	85	153	15	995	946	83	192	17	1,138
Dorset	240	84	47	16	287	236	83	50	17	286
Durham	189	83	40	17	229	174	84	34	16	208
Dyfed-Powys	357	83	72	17	429	263	80	64	20	327
Essex	503	85	86	15	589	541	85	97	15	638
Gloucestershire	174	78	48	22	222	55	83	11	17	66
Greater Manchester	336	90	39	10	375	261	96	10	4	271
Gwent	217	78	63	23	280	380	89	47	11	427
Hampshire	691	85	119	15	810	755	83	160	17	915
Hertfordshire	614	88	84	12	698	289	84	56	16	345
Humberside	327	91	33	9	360	145	86	23	14	168
Kent	503	87	72	13	575	539	82	119	18	658
Lancashire	542	89	69	11	611	78	75	26	25	104
Leicestershire	340	89	41	11	381	260	77	79	23	339
Lincolnshire	216	87	31	13	247	275	85	49	15	324
Merseyside	824	89	97	11	921	1,132	87	167	13	1,299
Metropolitan	7,471	91	711	9	8,182	6,548	90	745	10	7,293
Norfolk	295	85	52	15	347	449	79	116	21	565
North Wales	227	85	40	15	267	259	82	56	18	315
North Yorkshire	146	84	27	16	173	199	85	35	15	234
Northamptonshire	196	85	34	15	230	242	74	85	26	327
Northumbria	645	92	56	8	701	536	87	81	13	617
Nottinghamshire	367	80	89	20	456	443	84	87	16	530
South Wales	262	94	16	6	278	343	91	36	9	379
South Yorkshire	165	89	20	11	185	125	86	20	14	145
Staffordshire	394	89	47	11	441	213	78	60	22	273
Suffolk	169	86	27	14	196	242	81	55	19	297
Surrey	746	88	101	12	847	681	87	98	13	779
Sussex	492	85	85	15	577	271	87	41	13	312
Thames Valley	856	85	150	15	1,006	760	81	174	19	934
Warwickshire	119	85	21	15	140	192	86	30	14	222
West Mercia	487	87	74	13	561	315	88	41	12	356
West Midlands	1,312	87	190	13	1,502	1,451	83	297	17	1,748
West Yorkshire	860	90	96	10	956	1,150	89	137	11	1,287
Wiltshire	214	85	37	15	251	94	82	21	18	115
<b>Total</b>	<b>25,455</b>	<b>88</b>	<b>3,539</b>	<b>12</b>	<b>28,994</b>	<b>23,880</b>	<b>86</b>	<b>3,951</b>	<b>14</b>	<b>27,831</b>

Table 13: *Outcomes of allegations finalised by investigation 2012/13 and 2013/14 (pre-April 2010)*

Police force	2012/13					2013/14				
	Unsubstantiated		Substantiated		Total investigated (pre-April 2010)	Unsubstantiated		Substantiated		Total investigated (pre-April 2010)
	N	%	N	%	N	N	%	N	%	N
Avon and Somerset	0	–	0	–	0	3	100	0	0	3
Bedfordshire	0	–	0	–	0	0	–	0	–	0
British Transport Police	0	–	0	–	0	0	–	0	–	0
Cambridgeshire	0	–	0	–	0	0	–	0	–	0
Cheshire	8	100	0	0	8	0	–	0	–	0
City of London	3	100	0	0	3	0	–	0	–	0
Cleveland	2	67	1	33	3	0	–	0	–	0
Cumbria	0	–	0	–	0	0	–	0	–	0
Derbyshire	0	–	0	–	0	0	–	0	–	0
Devon and Cornwall	1	33	2	67	3	0	–	0	–	0
Dorset	10	100	0	0	10	0	–	0	–	0
Durham	0	0	5	100	5	0	–	0	–	0
Dyfed-Powys	42	91	4	9	46	0	–	0	–	0
Essex	12	100	0	0	12	0	–	0	–	0
Gloucestershire	0	–	0	–	0	0	–	0	–	0
Greater Manchester	0	–	0	–	0	0	–	0	–	0
Gwent	0	–	0	–	0	0	–	0	–	0
Hampshire	1	17	5	83	6	0	–	0	–	0
Hertfordshire	0	0	2	100	2	1	100	0	0	1
Humberside	0	–	0	–	0	0	–	0	–	0
Kent	0	–	0	–	0	0	–	0	–	0
Lancashire	0	–	0	–	0	0	–	0	–	0
Leicestershire	0	–	0	–	0	0	–	0	–	0
Lincolnshire	0	–	0	–	0	0	–	0	–	0
Merseyside	2	100	0	0	2	4	57	3	43	7
Metropolitan	50	98	1	2	51	1	50	1	50	2
Norfolk	2	100	0	0	2	0	–	0	–	0
North Wales	0	–	0	–	0	13	100	0	0	13
North Yorkshire	0	–	0	–	0	0	–	0	–	0
Northamptonshire	0	–	0	–	0	0	–	0	–	0
Northumbria	0	–	0	–	0	0	–	0	–	0
Nottinghamshire	1	100	0	0	1	0	–	0	–	0
South Wales	1	20	4	80	5	0	–	0	–	0
South Yorkshire	11	92	1	8	12	0	–	0	–	0
Staffordshire	0	–	0	–	0	0	–	0	–	0
Suffolk	3	50	3	50	6	0	–	0	–	0
Surrey	0	–	0	–	0	0	–	0	–	0
Sussex	1	100	0	0	1	0	–	0	–	0
Thames Valley	9	60	6	40	15	16	100	0	0	16
Warwickshire	0	–	0	–	0	0	–	0	–	0
West Mercia	10	83	2	17	12	0	–	0	–	0
West Midlands	7	41	10	59	17	0	–	0	–	0
West Yorkshire	0	–	0	–	0	0	–	0	–	0
Wiltshire	0	–	0	–	0	0	–	0	–	0
<b>Total</b>	<b>176</b>	<b>79</b>	<b>46</b>	<b>21</b>	<b>222</b>	<b>38</b>	<b>90</b>	<b>4</b>	<b>10</b>	<b>42</b>

Note: investigation outcomes of substantiated/unsubstantiated are not available for Greater Manchester Police and Lancashire Police.

Table 14: *Time taken to finalise complaint cases 2012/13 and 2013/14*

Police force	2012/13			2013/14		
	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)	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	883	76	77	954	61	61
Bedfordshire	253	89	101	344	92	102
British Transport Police	321	75	81	357	90	96
Cambridgeshire	333	81	93	374	92	99
Cheshire	440	82	90	547	78	86
City of London	86	93	104	229	41	43
Cleveland	448	88	106	521	104	121
Cumbria	238	66	78	295	70	82
Derbyshire	509	99	99	464	116	116
Devon and Cornwall	1,069	99	107	1,346	101	108
Dorset	327	67	85	424	62	78
Durham	214	63	66	253	65	70
Dyfed-Powys	325	102	122	285	105	120
Essex	821	117	120	905	121	125
Gloucestershire	286	73	83	287	87	92
Greater Manchester	697	115	130	952	89	91
Gwent	282	91	102	284	123	137
Hampshire	821	75	79	818	91	96
Hertfordshire	370	85	103	531	91	103
Humberside	392	67	77	454	83	91
Kent	811	98	107	1,155	98	105
Lancashire	721	77	85	795	98	106
Leicestershire	355	108	113	492	143	145
Lincolnshire	490	93	99	535	94	98
Merseyside	557	103	110	660	100	105
Metropolitan	6,900	94	102	5,005	80	87
Norfolk	373	110	130	521	98	109
North Wales	309	98	101	321	107	117
North Yorkshire	463	63	74	529	69	82
Northamptonshire	342	53	69	411	60	73
Northumbria	505	113	129	587	110	118
Nottinghamshire	474	135	144	914	109	111
South Wales	568	108	112	577	140	142
South Yorkshire	306	96	110	302	103	115
Staffordshire	343	66	74	251	72	83
Suffolk	259	122	135	351	99	102
Surrey	606	41	54	531	64	86
Sussex	667	90	97	873	86	93
Thames Valley	881	107	121	1,053	121	129
Warwickshire	127	125	151	163	149	162
West Mercia	643	81	92	537	99	115
West Midlands	1,228	103	112	1,328	112	120
West Yorkshire	785	86	106	923	87	101
Wiltshire	403	66	67	427	59	62
<b>Total</b>	<b>28,231</b>	<b>92</b>	<b>101</b>	<b>29,865</b>	<b>93</b>	<b>101</b>

\*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 15: *Appeals received and completed by chief officers in 2013/14*

Appeal type	2013/14
<b>Force investigation appeals</b>	
Received	1,642
Valid completed	1,240
Upheld	278
<b>% Upheld</b>	<b>22</b>
<b>Force local resolution appeals</b>	
Received	1,136
Valid completed	800
Upheld	168
<b>% Upheld</b>	<b>21</b>
<b>Force disapplication appeals</b>	
Received	350
Valid completed	262
Upheld	19
<b>% Upheld</b>	<b>7</b>
<b>Force discontinuance appeals</b>	
Received	6
Valid completed	5
Upheld	1
<b>% Upheld</b>	<b>20</b>
<b>Total force appeals</b>	
Received	3,134
Valid completed	2,307
Upheld	466
<b>% Upheld</b>	<b>20</b>

'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 it is completed.

Table 16: *Appeals received by chief officers in 2013/14*

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	5	11	41	89	0	0	0	0	46
Bedfordshire	4	10	34	85	2	5	0	0	40
Cambridgeshire	10	18	44	79	1	2	1	2	56
Cheshire	57	66	25	29	5	6	0	0	87
City of London	4	50	4	50	0	0	0	0	8
Cleveland	33	69	8	17	7	15	0	0	48
Cumbria	27	69	12	31	0	0	0	0	39
Derbyshire	18	51	16	46	1	3	0	0	35
Devon and Cornwall	64	60	32	30	10	9	1	1	107
Dorset	43	68	14	22	6	10	0	0	63
Durham	18	64	8	29	2	7	0	0	28
Dyfed-Powys	33	73	7	16	5	11	0	0	45
Essex	61	63	21	22	15	15	0	0	97
Gloucestershire	2	5	34	89	2	5	0	0	38
Greater Manchester	9	5	153	85	18	10	1	1	181
Gwent	19	51	13	35	5	14	0	0	37
Hampshire	108	87	16	13	0	0	0	0	124
Hertfordshire	5	6	68	86	6	8	0	0	79
Humberside	10	22	25	56	10	22	0	0	45
Kent	57	70	11	13	14	17	0	0	82
Lancashire	0	0	128	82	27	17	1	1	156
Leicestershire	23	66	9	26	3	9	0	0	35
Lincolnshire	35	69	9	18	7	14	0	0	51
Merseyside	95	75	18	14	14	11	0	0	127
Metropolitan	232	74	36	12	44	14	0	0	312
Norfolk	51	74	12	17	5	7	1	1	69
North Wales	30	67	13	29	2	4	0	0	45
North Yorkshire	3	10	25	81	3	10	0	0	31
Northamptonshire	19	83	3	13	1	4	0	0	23
Northumbria	20	38	16	30	17	32	0	0	53
Nottinghamshire	4	4	76	83	11	12	1	1	92
South Wales	24	83	0	0	5	17	0	0	29
South Yorkshire	16	34	26	55	5	11	0	0	47
Staffordshire	7	47	7	47	1	7	0	0	15
Suffolk	36	68	7	13	10	19	0	0	53
Surrey	32	84	2	5	4	11	0	0	38
Sussex	35	25	76	54	29	21	0	0	140
Thames Valley	71	66	14	13	22	21	0	0	107
Warwickshire	15	83	2	11	1	6	0	0	18
West Mercia	44	68	17	26	4	6	0	0	65
West Midlands	107	66	39	24	16	10	0	0	162
West Yorkshire	145	94	2	1	7	5	0	0	154
Wiltshire	11	41	13	48	3	11	0	0	27
<b>Total</b>	<b>1,642</b>	<b>52</b>	<b>1,136</b>	<b>36</b>	<b>350</b>	<b>11</b>	<b>6</b>	<b>0</b>	<b>3,134</b>

'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 17: *Outcome of appeals completed by chief officers in 2013/14 (table 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	2	1	50	30	10	33	0	0	-
Bedfordshire	2	0	0	29	6	21	2	0	0
Cambridgeshire	7	0	0	30	11	37	0	0	-
Cheshire	36	8	22	17	1	6	4	1	25
City of London	3	0	0	3	0	0	0	0	-
Cleveland	30	3	10	6	1	17	3	1	33
Cumbria	19	4	21	8	3	38	0	0	-
Derbyshire	17	2	12	14	1	7	1	0	0
Devon and Cornwall	60	9	15	29	8	28	10	0	0
Dorset	34	4	12	11	2	18	5	2	40
Durham	12	1	8	6	0	0	2	0	0
Dyfed-Powys	34	14	41	7	1	14	3	0	0
Essex	48	8	17	19	5	26	14	1	7
Gloucestershire	2	1	50	20	3	15	2	0	0
Greater Manchester	6	0	0	46	2	4	16	0	0
Gwent	18	7	39	12	3	25	4	1	25
Hampshire	79	19	24	11	1	9	0	0	-
Hertfordshire	5	4	80	63	16	25	2	0	0
Humberside	9	2	22	20	4	20	8	0	0
Kent	43	3	7	8	3	38	12	1	8
Lancashire	0	0	-	63	3	5	14	0	0
Leicestershire	12	5	42	3	1	33	1	0	0
Lincolnshire	27	3	11	8	4	50	6	1	17
Merseyside	65	21	32	14	6	43	5	0	0
Metropolitan	125	33	26	21	8	38	31	1	3
Norfolk	49	13	27	10	2	20	6	1	17
North Wales	22	11	50	13	4	31	1	0	0
North Yorkshire	0	0	-	24	3	13	3	0	0
Northamptonshire	19	9	47	1	0	0	1	0	0
Northumbria	13	1	8	13	2	15	16	3	19
Nottinghamshire	4	0	0	71	18	25	9	2	22
South Wales	8	0	0	0	0	-	1	0	0
South Yorkshire	14	2	14	21	1	5	4	0	0
Staffordshire	8	1	13	8	4	50	1	0	0
Suffolk	31	11	35	8	4	50	8	0	0
Surrey	25	4	16	2	1	50	4	2	50
Sussex	28	3	11	55	7	13	17	1	6
Thames Valley	65	12	18	14	4	29	19	0	0
Warwickshire	12	2	17	2	0	0	0	0	-
West Mercia	32	11	34	16	1	6	4	0	0
West Midlands	90	12	13	35	12	34	15	0	0
West Yorkshire	118	32	27	2	0	0	4	0	0
Wiltshire	7	2	29	7	2	29	4	1	25
<b>Total</b>	<b>1,240</b>	<b>278</b>	<b>22</b>	<b>800</b>	<b>168</b>	<b>21</b>	<b>262</b>	<b>19</b>	<b>7</b>



Table 17: *Outcome of appeals completed by chief officers in 2013/14 (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	-	32	11	34
Bedfordshire	0	0	-	33	6	18
Cambridgeshire	1	1	100	38	12	32
Cheshire	0	0	-	57	10	18
City of London	0	0	-	6	0	0
Cleveland	0	0	-	39	5	13
Cumbria	0	0	-	27	7	26
Derbyshire	0	0	-	32	3	9
Devon and Cornwall	1	0	0	100	17	17
Dorset	0	0	-	50	8	16
Durham	0	0	-	20	1	5
Dyfed-Powys	0	0	-	44	15	34
Essex	0	0	-	81	14	17
Gloucestershire	0	0	-	24	4	17
Greater Manchester	1	0	0	69	2	3
Gwent	0	0	-	34	11	32
Hampshire	0	0	-	90	20	22
Hertfordshire	0	0	-	70	20	29
Humberside	0	0	-	37	6	16
Kent	0	0	-	63	7	11
Lancashire	0	0	-	77	3	4
Leicestershire	0	0	-	16	6	38
Lincolnshire	0	0	-	41	8	20
Merseyside	0	0	-	84	27	32
Metropolitan	0	0	-	177	42	24
Norfolk	1	0	0	66	16	24
North Wales	0	0	-	36	15	42
North Yorkshire	0	0	-	27	3	11
Northamptonshire	0	0	-	21	9	43
Northumbria	0	0	-	42	6	14
Nottinghamshire	1	0	0	85	20	24
South Wales	0	0	-	9	0	0
South Yorkshire	0	0	-	39	3	8
Staffordshire	0	0	-	17	5	29
Suffolk	0	0	-	47	15	32
Surrey	0	0	-	31	7	23
Sussex	0	0	-	100	11	11
Thames Valley	0	0	-	98	16	16
Warwickshire	0	0	-	14	2	14
West Mercia	0	0	-	52	12	23
West Midlands	0	0	-	140	24	17
West Yorkshire	0	0	-	124	32	26
Wiltshire	0	0	-	18	5	28
<b>Total</b>	<b>5</b>	<b>1</b>	<b>20</b>	<b>2,307</b>	<b>466</b>	<b>20</b>

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

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

Table 18: *Appeals received and completed by the IPCC 2008/09 to 2013/14*

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

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 'completed' and the calculation for '% upheld'. Completed appeals may have been received in a different financial year to that in which it is completed.

Table 19: *Appeals received by the IPCC in 2013/14*

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	93	69	1	1	23	17	18	13	0	0	135
Bedfordshire	33	72	1	2	12	26	0	0	0	0	46
British Transport Police	48	81	3	5	8	14	0	0	0	0	59
Cambridgeshire	22	73	0	0	7	23	1	3	0	0	30
Cheshire	17	41	3	7	21	51	0	0	0	0	41
City of London	16	57	0	0	12	43	0	0	0	0	28
Cleveland	30	64	1	2	16	34	0	0	0	0	47
Cumbria	11	31	1	3	24	67	0	0	0	0	36
Derbyshire	41	61	1	1	25	37	0	0	0	0	67
Devon and Cornwall	60	56	2	2	45	42	0	0	0	0	107
Dorset	21	68	0	0	10	32	0	0	0	0	31
Durham	6	40	0	0	9	60	0	0	0	0	15
Dyfed-Powys	27	59	4	9	15	33	0	0	0	0	46
Essex	44	52	2	2	39	46	0	0	0	0	85
Gloucestershire	9	36	2	8	12	48	0	0	2	8	25
Greater Manchester	94	60	8	5	52	33	3	2	0	0	157
Gwent	29	64	2	4	14	31	0	0	0	0	45
Hampshire	42	53	2	3	33	42	2	3	0	0	79
Hertfordshire	44	77	1	2	12	21	0	0	0	0	57
Humberside	16	27	0	0	43	73	0	0	0	0	59
Kent	34	52	1	2	30	45	0	0	1	2	66
Lancashire	34	35	2	2	61	63	0	0	0	0	97
Leicestershire	18	42	0	0	24	56	1	2	0	0	43
Lincolnshire	16	50	1	3	15	47	0	0	0	0	32
Merseyside	54	45	3	3	62	52	0	0	0	0	119
Metropolitan	813	63	14	1	424	33	27	2	3	0	1,281
Norfolk	27	44	0	0	34	56	0	0	0	0	61
North Wales	21	68	1	3	9	29	0	0	0	0	31
North Yorkshire	37	63	4	7	10	17	8	14	0	0	59
Northamptonshire	24	63	2	5	12	32	0	0	0	0	38
Northumbria	60	67	2	2	27	30	0	0	0	0	89
Nottinghamshire	44	61	4	6	24	33	0	0	0	0	72
South Wales	53	60	4	5	31	35	0	0	0	0	88
South Yorkshire	39	52	3	4	33	44	0	0	0	0	75
Staffordshire	30	68	2	5	12	27	0	0	0	0	44
Suffolk	9	28	0	0	23	72	0	0	0	0	32
Surrey	34	63	0	0	19	35	0	0	1	2	54
Sussex	43	55	3	4	32	41	0	0	0	0	78
Thames Valley	53	54	4	4	38	39	3	3	0	0	98
Warwickshire	9	53	2	12	6	35	0	0	0	0	17
West Mercia	33	60	0	0	22	40	0	0	0	0	55
West Midlands	116	64	6	3	56	31	2	1	0	0	180
West Yorkshire	86	63	5	4	45	33	0	0	0	0	136
Wiltshire	17	44	0	0	22	56	0	0	0	0	39
<b>Total</b>	<b>2,407</b>	<b>59</b>	<b>97</b>	<b>2</b>	<b>1,503</b>	<b>37</b>	<b>65</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>4,079</b>

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

Table 20: *Outcome of appeals completed by the IPCC in 2013/14 (table continues on the next page)*

Police force	IPCC investigation appeals			IPCC local resolution appeals			IPCC non-recording appeals		
	Completed	Upheld	Upheld	Completed	Upheld	Upheld	Completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	108	50	46	1	0	0	18	14	78
Bedfordshire	51	18	35	0	0	-	12	6	50
British Transport Police	39	12	31	3	1	33	8	2	25
Cambridgeshire	27	9	33	0	0	-	3	3	100
Cheshire	30	10	33	4	2	50	15	6	40
City of London	19	6	32	0	0	-	9	6	67
Cleveland	41	16	39	0	0	-	14	9	64
Cumbria	19	7	37	1	0	0	23	15	65
Derbyshire	61	19	31	0	0	-	19	9	47
Devon and Cornwall	87	29	33	2	1	50	36	11	31
Dorset	33	8	24	0	0	-	8	6	75
Durham	20	8	40	0	0	-	8	5	63
Dyfed-Powys	48	8	17	3	1	33	11	6	55
Essex	69	30	43	0	0	-	27	16	59
Gloucestershire	19	5	26	1	1	100	10	5	50
Greater Manchester	109	38	35	9	7	78	39	16	41
Gwent	39	22	56	3	1	33	12	9	75
Hampshire	70	29	41	0	0	-	32	15	47
Hertfordshire	62	27	44	0	0	-	8	5	63
Humberside	48	13	27	1	0	0	37	11	30
Kent	72	30	42	4	3	75	29	12	41
Lancashire	64	30	47	1	1	100	41	22	54
Leicestershire	26	10	38	0	0	-	27	14	52
Lincolnshire	28	10	36	0	0	-	14	8	57
Merseyside	77	33	43	1	1	100	52	17	33
Metropolitan	909	494	54	7	7	100	380	168	44
Norfolk	36	17	47	0	0	-	33	10	30
North Wales	33	12	36	2	1	50	9	4	44
North Yorkshire	45	12	27	3	1	33	6	1	17
Northamptonshire	39	17	44	1	1	100	10	7	70
Northumbria	66	33	50	2	1	50	23	19	83
Nottinghamshire	59	27	46	4	4	100	22	17	77
South Wales	50	17	34	3	2	67	22	13	59
South Yorkshire	45	14	31	2	1	50	22	8	36
Staffordshire	34	11	32	3	2	67	13	7	54
Suffolk	11	3	27	0	0	-	20	11	55
Surrey	44	14	32	0	0	-	15	5	33
Sussex	80	45	56	2	2	100	21	14	67
Thames Valley	99	45	45	1	1	100	30	15	50
Warwickshire	17	10	59	1	0	0	6	4	67
West Mercia	63	26	41	0	0	-	14	9	64
West Midlands	155	75	48	2	1	50	43	20	47
West Yorkshire	102	47	46	0	0	-	35	23	66
Wiltshire	40	16	40	0	0	-	16	11	69
<b>Total</b>	<b>3,193</b>	<b>1,412</b>	<b>44</b>	<b>67</b>	<b>43</b>	<b>64</b>	<b>1,252</b>	<b>614</b>	<b>49</b>

Table 20: *Outcome of appeals completed by the IPCC in 2013/14 (continued)*

Police force	IPCC disapplication appeals			IPCC discontinuance appeals			Total IPCC appeals		
	Completed	Upheld	Upheld	Completed	Upheld	Upheld	Completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	13	3	23	0	0	–	140	67	48
Bedfordshire	0	0	–	0	0	–	63	24	38
British Transport Police	0	0	–	0	0	–	50	15	30
Cambridgeshire	1	0	0	0	0	–	31	12	39
Cheshire	0	0	–	0	0	–	49	18	37
City of London	0	0	–	0	0	–	28	12	43
Cleveland	0	0	–	0	0	–	55	25	45
Cumbria	0	0	–	0	0	–	43	22	51
Derbyshire	0	0	–	0	0	–	80	28	35
Devon and Cornwall	0	0	–	0	0	–	125	41	33
Dorset	0	0	–	0	0	–	41	14	34
Durham	0	0	–	0	0	–	28	13	46
Dyfed-Powys	0	0	–	0	0	–	62	15	24
Essex	0	0	–	0	0	–	96	46	48
Gloucestershire	0	0	–	0	0	–	30	11	37
Greater Manchester	2	1	50	0	0	–	159	62	39
Gwent	0	0	–	0	0	–	54	32	59
Hampshire	2	0	0	0	0	–	104	44	42
Hertfordshire	0	0	–	0	0	–	70	32	46
Humberside	0	0	–	0	0	–	86	24	28
Kent	0	0	–	1	1	100	106	46	43
Lancashire	0	0	–	0	0	–	106	53	50
Leicestershire	1	0	0	0	0	–	54	24	44
Lincolnshire	0	0	–	0	0	–	42	18	43
Merseyside	0	0	–	0	0	–	130	51	39
Metropolitan	23	6	26	0	0	–	1,319	675	51
Norfolk	0	0	–	0	0	–	69	27	39
North Wales	0	0	–	0	0	–	44	17	39
North Yorkshire	7	1	14	0	0	–	61	15	25
Northamptonshire	0	0	–	0	0	–	50	25	50
Northumbria	0	0	–	0	0	–	91	53	58
Nottinghamshire	0	0	–	0	0	–	85	48	56
South Wales	0	0	–	0	0	–	75	32	43
South Yorkshire	0	0	–	0	0	–	69	23	33
Staffordshire	0	0	–	0	0	–	50	20	40
Suffolk	0	0	–	0	0	–	31	14	45
Surrey	0	0	–	0	0	–	59	19	32
Sussex	0	0	–	0	0	–	103	61	59
Thames Valley	1	0	0	0	0	–	131	61	47
Warwickshire	0	0	–	0	0	–	24	14	58
West Mercia	0	0	–	0	0	–	77	35	45
West Midlands	1	0	0	0	0	–	201	96	48
West Yorkshire	0	0	–	0	0	–	137	70	51
Wiltshire	0	0	–	0	0	–	56	27	48
<b>Total</b>	<b>51</b>	<b>11</b>	<b>22</b>	<b>1</b>	<b>1</b>	<b>100</b>	<b>4,564</b>	<b>2,081</b>	<b>46</b>

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

The completed figures in the above table are the number of appeals 'valid completed'. 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 21: *Appeals received by the IPCC in 2012/13*

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	115	79	7	5	24	16	0	0	0	0	146
Bedfordshire	60	88	0	0	8	12	0	0	0	0	68
British Transport Police	59	84	6	9	5	7	0	0	0	0	70
Cambridgeshire	44	88	1	2	5	10	0	0	0	0	50
Cheshire	47	78	8	13	5	8	0	0	0	0	60
City of London	27	71	0	0	11	29	0	0	0	0	38
Cleveland	68	76	9	10	12	13	0	0	0	0	89
Cumbria	29	54	5	9	20	37	0	0	0	0	54
Derbyshire	87	76	7	6	21	18	0	0	0	0	115
Devon and Cornwall	133	73	15	8	34	19	0	0	0	0	182
Dorset	46	78	3	5	10	17	0	0	0	0	59
Durham	38	73	4	8	10	19	0	0	0	0	52
Dyfed-Powys	65	66	10	10	23	23	0	0	0	0	98
Essex	92	75	5	4	25	20	0	0	0	0	122
Gloucestershire	39	91	2	5	2	5	0	0	0	0	43
Greater Manchester	138	72	22	11	33	17	0	0	0	0	193
Gwent	41	72	10	18	6	11	0	0	0	0	57
Hampshire	115	78	9	6	23	16	0	0	0	0	147
Hertfordshire	89	85	2	2	14	13	0	0	0	0	105
Humberside	72	69	8	8	25	24	0	0	0	0	105
Kent	110	66	14	8	43	26	0	0	0	0	167
Lancashire	127	64	11	6	62	31	0	0	0	0	200
Leicestershire	66	67	7	7	25	26	0	0	0	0	98
Lincolnshire	47	67	8	11	15	21	0	0	0	0	70
Merseyside	123	72	7	4	40	24	0	0	0	0	170
Metropolitan	1,173	77	49	3	298	20	1	0	0	0	1,521
Norfolk	62	86	4	6	6	8	0	0	0	0	72
North Wales	44	70	10	16	9	14	0	0	0	0	63
North Yorkshire	48	67	18	25	6	8	0	0	0	0	72
Northamptonshire	55	64	2	2	29	34	0	0	0	0	86
Northumbria	130	78	3	2	34	20	0	0	0	0	167
Nottinghamshire	85	69	10	8	28	23	0	0	0	0	123
South Wales	58	78	5	7	11	15	0	0	0	0	74
South Yorkshire	55	63	15	17	18	20	0	0	0	0	88
Staffordshire	43	58	7	9	24	32	0	0	0	0	74
Suffolk	35	74	5	11	7	15	0	0	0	0	47
Surrey	82	75	6	6	21	19	0	0	0	0	109
Sussex	117	77	14	9	21	14	0	0	0	0	152
Thames Valley	131	70	14	8	41	22	0	0	0	0	186
Warwickshire	26	81	0	0	6	19	0	0	0	0	32
West Mercia	125	76	3	2	36	22	0	0	0	0	164
West Midlands	239	80	12	4	46	15	0	0	0	0	297
West Yorkshire	180	73	7	3	61	25	0	0	0	0	248
Wiltshire	55	79	8	11	7	10	0	0	0	0	70
<b>Total</b>	<b>4,620</b>	<b>74</b>	<b>372</b>	<b>6</b>	<b>1,210</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,203</b>

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

Table 22: *Outcome of appeals completed by the IPCC in 2012/13*

Police force	IPCC investigation appeals			IPCC local resolution appeals			IPCC non-recording appeals			Total IPCC appeals		
	Completed	Upheld	Upheld	Completed	Upheld	Upheld	Completed	Upheld	Upheld	Completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%	N	N	%
Avon and Somerset	71	37	52	6	4	67	17	12	71	94	53	56
Bedfordshire	45	13	29	0	0	-	4	1	25	49	14	29
British Transport Police	44	14	32	4	2	50	4	2	50	52	18	35
Cambridgeshire	41	14	34	1	1	100	5	4	80	47	19	40
Cheshire	39	8	21	5	1	20	2	2	100	46	11	24
City of London	16	7	44	0	0	-	8	4	50	24	11	46
Cleveland	55	24	44	8	6	75	9	5	56	72	35	49
Cumbria	26	15	58	4	0	0	15	10	67	45	25	56
Derbyshire	78	20	26	5	1	20	18	12	67	101	33	33
Devon and Cornwall	74	33	45	16	12	75	28	14	50	118	59	50
Dorset	33	5	15	2	2	100	6	5	83	41	12	29
Durham	23	7	30	3	0	0	10	9	90	36	16	44
Dyfed-Powys	39	12	31	5	2	40	9	5	56	53	19	36
Essex	61	28	46	4	0	0	18	12	67	83	40	48
Gloucestershire	38	10	26	3	2	67	2	0	0	43	12	28
Greater Manchester	91	36	40	19	6	32	24	22	92	134	64	48
Gwent	23	8	35	9	3	33	8	6	75	40	17	43
Hampshire	92	29	32	7	2	29	20	10	50	119	41	34
Hertfordshire	58	20	34	2	0	0	14	9	64	74	29	39
Humberside	40	7	18	4	1	25	22	8	36	66	16	24
Kent	63	26	41	8	2	25	32	12	38	103	40	39
Lancashire	102	43	42	8	2	25	48	28	58	158	73	46
Leicestershire	48	21	44	4	1	25	19	10	53	71	32	45
Lincolnshire	38	13	34	8	0	0	10	7	70	56	20	36
Merseyside	115	56	49	5	1	20	25	14	56	145	71	49
Metropolitan	756	345	46	31	18	58	220	105	48	1,007	468	46
Norfolk	52	17	33	2	0	0	4	2	50	58	19	33
North Wales	30	17	57	7	4	57	7	5	71	44	26	59
North Yorkshire	27	6	22	10	2	20	3	2	67	40	10	25
Northamptonshire	36	12	33	3	1	33	21	16	76	60	29	48
Northumbria	143	67	47	3	0	0	24	15	63	170	82	48
Nottinghamshire	47	25	53	10	6	60	18	8	44	75	39	52
South Wales	46	23	50	4	3	75	8	4	50	58	30	52
South Yorkshire	33	12	36	11	2	18	13	6	46	57	20	35
Staffordshire	33	10	30	5	2	40	20	14	70	58	26	45
Suffolk	27	11	41	5	2	40	7	4	57	39	17	44
Surrey	62	22	35	6	1	17	18	9	50	86	32	37
Sussex	80	28	35	10	6	60	15	7	47	105	41	39
Thames Valley	76	29	38	11	5	45	36	25	69	123	59	48
Warwickshire	15	5	33	0	0	-	5	5	100	20	10	50
West Mercia	110	28	25	4	3	75	32	22	69	146	53	36
West Midlands	168	79	47	9	6	67	32	13	41	209	98	47
West Yorkshire	122	46	38	3	1	33	43	30	70	168	77	46
Wiltshire	27	6	22	6	4	67	5	2	40	38	12	32
<b>Total</b>	<b>3,243</b>	<b>1,294</b>	<b>40</b>	<b>280</b>	<b>117</b>	<b>42</b>	<b>908</b>	<b>517</b>	<b>57</b>	<b>4,431</b>	<b>1,928</b>	<b>44</b>

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

The completed figures in the above table are the number of appeals 'valid completed'. 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 23: *Gender of complainants 2013/14*

Gender	N	%
Female	12,176	35
Male	22,091	64
Transgender	10	0
Transsexual	1	0
Other	86	0
Unknown	422	1
<b>Total</b>	<b>34,786</b>	<b>100</b>

Table 24: *Ethnicity of complainants 2013/14*

Ethnicity	N	%
Asian	1,636	5
Black	1,628	5
White	17,769	51
Other	817	2
Not stated	11,955	34
Unknown	981	3
<b>Total</b>	<b>34,786</b>	<b>100</b>

Table 25: *Age of complainants 2013/14*

Age group	N	%
17 & below	281	1
18-29	5,171	15
30-39	5,585	16
40-49	6,345	18
50-59	4,308	12
60+	2,490	7
Unknown	10,606	30
<b>Total</b>	<b>34,786</b>	<b>100</b>

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

Tables 23 to 25: Complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.



Table 26: *Gender of complainants 2012/13*

Gender	N	%
Female	10,694	35
Male	19,815	64
Other	75	0
Transgender	18	0
Transsexual	6	0
Unknown	272	1
<b>Total</b>	<b>30,880</b>	<b>100</b>

Table 27: *Ethnicity of complainants 2012/13*

Ethnicity	N	%
Asian	1,510	5
Black	1,610	5
Other	649	2
Unknown	10,574	34
White	16,537	54
<b>Total</b>	<b>30,880</b>	<b>100</b>

Table 28: *Age of complainants 2012/13*

Age	N	%
17 & below	227	1
18–29	4,568	15
30–39	4,994	16
40–49	6,098	20
50–59	3,701	12
60+	2,323	8
Unknown	8,969	29
<b>Total</b>	<b>30,880</b>	<b>100</b>

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

Tables 26 to 28: Complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.

Table 29: *Status of those subject to a complaint 2013/14*

<b>Status</b>	<b>N</b>	<b>%</b>
Police officer ranks	32,873	88
Police staff including traffic wardens	2,621	7
Community support officers	968	3
Contracted staff	129	0
Special constables	575	2
<b>Total</b>	<b>37,166</b>	<b>100</b>

The total number of subjects in table 29 will not match the figures in tables 30 and 31. 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, for each rank, in this table but not in the following tables.

Table 30: *Gender of those subject to a complaint 2013/14*

<b>Gender</b>	<b>N</b>	<b>%</b>
Female	9,425	25
Male	27,161	73
Other	12	0
Unknown	434	1
<b>Total</b>	<b>37,032</b>	<b>100</b>

Table 31: *Ethnicity of those subject to complaint 2013/14*

<b>Ethnicity</b>	<b>N</b>	<b>%</b>
White	32,407	88
Asian	942	3
Black	522	1
Other	614	2
Not stated	643	2
Unknown	1,904	5
<b>Total</b>	<b>37,032</b>	<b>100</b>

Tables 30 and 31: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

Table 32: *Status of those subject to a complaint 2012/13*

<b>Status</b>	<b>N</b>	<b>%</b>
Police officer ranks	31,349	89
Police staff including traffic wardens	2,103	6
Community support officers	840	2
Contracted staff	102	0
Special constables	635	2
<b>Total</b>	<b>35,029</b>	<b>100</b>

The total number of subjects in table 32 will not match the figures in tables 33 and 34. 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, for each rank, in this table but not in the following tables.

Table 33: *Gender of those subject to a complaint 2012/13*

<b>Gender</b>	<b>N</b>	<b>%</b>
Female	8,517	24
Male	25,665	74
Other	11	0
Unknown	704	2
<b>Total</b>	<b>34,897</b>	<b>100</b>

Table 34: *Ethnicity of those subject to complaint 2012/13*

<b>Ethnicity</b>	<b>N</b>	<b>%</b>
White	30,890	89
Asian	859	2
Black	489	1
Other	559	2
Unknown	2,100	6
<b>Total</b>	<b>34,897</b>	<b>100</b>

Tables 33 and 34: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

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# 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 category<sup>20</sup>.

**Direction and control:** The IPCC considers the term ‘direction and control’ to mean general decisions about how a force is run, as opposed to the day-to-day decisions or actions of persons 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; providing 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. There are two different types of investigation referred to in the report:

- *Local investigations:* Are carried out entirely by the police. Complainants have a right of appeal to the relevant appeal body following a local investigation<sup>21</sup>.
- *Supervised investigations:* Are 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 only applies to allegations linked to complaint cases received on or after 22 November 2012.

<sup>20</sup> 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 the IPCC website: [www.ipcc.gov.uk/page/statutory-guidance](http://www.ipcc.gov.uk/page/statutory-guidance).

<sup>21</sup> The test to determine who should deal with an appeal is set out in section 13 of the IPCC’s *Statutory Guidance* (2013). ‘Chief officer’ is a collective term that 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).

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 was not required to be referred to the IPCC, the police force can carry out a disapplication. If the complaint was referred to the IPCC and the IPCC has 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 only applies 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 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 was not required to be referred 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 that they wish no further action to be taken in relation to their allegation/ complaint. In this case, no further action may be taken with regard to the allegation/ complaint.

#### **Investigation outcomes:**

- *Unsubstantiated / Substantiated:* These are the outcomes of allegations that have been judged solely in terms of whether evidence of misconduct was found. This outcome will only apply to allegations linked to complaint cases recorded before 1 April 2010. As time progresses there will be fewer allegations with these outcomes.
- *Not upheld / Upheld:* As of 1 April 2010, police forces are expected to also record whether a complaint is upheld or not upheld. A complaint will be upheld if the service or conduct complained about does not reach the standard a reasonable person could expect. This means that the outcome is not solely linked to proving misconduct.

**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 a suspension is appropriate<sup>22</sup>. The complainant must be notified in writing when the investigation / other procedure into their complaint is suspended and provided with 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 (chief constables for all forces except the Metropolitan Police and 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 the 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, which are set out in the 'findings' section of the 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 a local resolution.

<sup>22</sup> 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 (2013)*.

There is no right of appeal where the complaint 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 of the investigation discontinued 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, although 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 his or her behalf can make an appeal. If anyone else tries to, the appeal is invalid. An appeal must also follow a final decision in relation to a complaint from the force (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 giving notification of the decision (which is capable of appeal) to the complainant 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 (2013)*.

**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 of. 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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