

Police complaints:

Statistics for England and Wales
2019/20

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1

Introduction

This report presents figures on complaints recorded about the police in England and Wales in 2019/20 under the 2012 complaints regime¹ only. These complaints, made by members of the public, are about either the conduct of people serving with the police, or how a police force is run (a ‘direction and control’ complaint). They are dealt with under the *Police Reform Act 2002*.

Police forces deal with the majority of complaints, with the IOPC handling only the most serious and sensitive cases. The first stage of complaint handling is for the relevant police force to decide whether to record the complaint². When a complaint is recorded, it must be dealt with according to certain rules and guidance. If the force does not record a complaint, the complainant can appeal to the IOPC against this decision.

People can also appeal once their complaint has been finalised if they are not happy with how the police handled it. In some instances, this appeal right is to the IOPC. Other appeals are handled by police forces.

Unlike previous editions of our annual complaint statistics, we have not included a detailed discussion of the findings and what they might indicate about how the police complaints system is performing. This is because of changes to the complaints system introduced on 1 February 2020. Complaints recorded from 1 February 2020 are not included in this report and will be published alongside the 2020/21 statistics.

The changes to the complaints system are significant and we know that some forces began to adopt the spirit of the reforms throughout the year. In this context and without a full year’s data, it would not be meaningful to compare these statistics to previous years, establish trends and draw conclusions about any changes.

The majority of the data referred to in this report has been recorded on police force IT systems and collected by the IOPC to produce these statistics. We have issued police forces with guidance, which sets out how we expect them to record the data we collect from them. Therefore, the

¹ The 2012 complaints regime is governed by the Police (Complaints and Misconduct) Regulations 2012. On 1 February 2020, these were replaced by the Police (Complaints and Misconduct) Regulations 2020. Complaints recorded from 1 February 2020 are not included in this report. They will be formally published alongside the 2020/21 statistics next year.

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

consistency of the data we report relies on police forces applying our guidance correctly when they record their data. Our [guidance on how police forces should record data about complaints under the *Police Reform Act 2002* is available on our website](#).

You can [read more about our work on our website](#). Our annual reports and monthly Roundup provide an overview of our own performance in relation to investigations, appeals and the complaints that we handle.

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Tables

Table 1: Complaint cases recorded 2001/02 – 2019/20

	2001/02	2002/03	2003/04	2004/05
Total recorded in year	16,654	15,248	15,885	22,898
	2005/06	2006/07*	2007/08	2008/09
Total recorded in year	26,268	29,322	29,350	31,747
	2009/10	2010/11	2011/12	2012/13**
Total recorded in year	34,310	33,099	30,143	30,365
	2013/14	2014/15	2015/16	2016/17
Total recorded in year	34,863	37,105	34,247	34,103
	2017/18	2018/19	2019/20***	
Total recorded in year	31,671	31,097	28,223	

* 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).

*** As complaints were no longer recorded under this regime from 1 February 2020, this count is not a total year count and cannot therefore be compared to 2018/19 as a percentage annual change.

Table 2: Complaint cases recorded in 2018/19 and 2019/20

Police force	2018/19	2019/20*
Avon and Somerset	871	799
Bedfordshire	352	350
British Transport Police	315	308
Cambridgeshire	338	372
Cheshire	423	336
City of London**	68	118
Cleveland	473	314
Cumbria	300	280
Derbyshire	515	450
Devon and Cornwall	1,342	1,006
Dorset	540	422
Durham	355	255
Dyfed-Powys	291	282
Essex	624	718
Gloucestershire	387	312
Greater Manchester	1,571	1,285
Gwent	332	199
Hampshire	686	591
Hertfordshire	449	455
Humberside	860	963
Kent	751	577
Lancashire	559	550
Leicestershire	466	381
Lincolnshire	571	574
Merseyside	365	267
Metropolitan	5,418	5,566
Norfolk	360	370
North Wales	355	229
North Yorkshire	322	303
Northamptonshire	465	413
Northumbria	768	741
Nottinghamshire	1,012	805
South Wales	893	1,052
South Yorkshire	598	489
Staffordshire	496	350
Suffolk	281	270
Surrey	392	354
Sussex	883	885
Thames Valley	1,221	1,210
Warwickshire	274	195
West Mercia	713	560
West Midlands	501	355
West Yorkshire	1,737	1,279
Wiltshire	604	633
Total	31,097	28,223

* As complaints were no longer recorded under this regime from 1 February 2020, this count is not a total year count and cannot therefore be compared to 2018/19 as a percentage annual change.

** 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 3: Complaint cases recorded in time 2015/16 to 2019/20 (continues on next page)

Police force	2015/16		2016/17		2017/18	
	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days
Avon and Somerset	1,158	94	1,019	97	919	97
Bedfordshire	363	93	488	90	442	92
British Transport Police	350	98	371	97	305	98
Cambridgeshire	367	94	383	91	328	88
Cheshire	537	96	595	96	524	96
City of London	261	94	276	99	233	98
Cleveland	609	75	454	84	487	88
Cumbria	307	89	307	86	335	86
Derbyshire	441	90	383	88	387	87
Devon and Cornwall	1,218	97	1,188	98	1,216	73
Dorset	489	93	506	94	537	94
Durham	399	94	314	93	330	89
Dyfed-Powys	256	94	274	91	313	93
Essex	945	93	806	91	602	93
Gloucestershire	381	92	431	95	403	92
Greater Manchester	1,616	89	1,537	82	1,518	55
Gwent	325	88	287	96	266	91
Hampshire	868	90	931	90	960	90
Hertfordshire	496	95	518	90	533	93
Humberside	529	73	760	61	908	57
Kent	842	88	762	95	721	91
Lancashire	884	79	997	89	756	85
Leicestershire	689	92	662	93	536	93
Lincolnshire	549	93	596	89	488	98
Merseyside	458	91	548	86	469	88
Metropolitan	6,293	86	5,836	63	5,071	77
Norfolk	413	95	416	93	461	87
North Wales	441	91	452	95	484	96
North Yorkshire	291	85	331	85	283	81
Northamptonshire	473	92	509	94	483	95
Northumbria	716	92	758	93	738	91
Nottinghamshire	967	95	670	94	871	96
South Wales	807	80	770	88	604	92
South Yorkshire	602	90	607	77	460	91
Staffordshire	410	89	421	84	433	88
Suffolk	289	97	317	92	337	87
Surrey	515	91	482	86	406	78
Sussex	916	77	935	72	1,127	80
Thames Valley	1,304	93	1,346	97	1,303	95
Warwickshire	259	80	415	95	328	91
West Mercia	509	80	733	95	686	86
West Midlands	1,168	73	882	43	777	31
West Yorkshire	1,867	94	2,167	96	1,708	96
Wiltshire	665	80	663	96	595	96
Total	34,242	88	34,103	84	31,671	84

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

* The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for % complaint cases recorded within 10 working days. Therefore they may not match the actual number of recorded complaint cases presented in Table 2.

Table 3: Complaint cases recorded in time 2015/16 to 2019/20 (continued)

Police force	2018/19		2019/20	
	Complaint cases recorded*	% within 10 working days	Complaint cases recorded*	% within 10 working days
Avon and Somerset	871	98	799	97
Bedfordshire	352	93	350	92
British Transport Police	315	93	308	79
Cambridgeshire	338	96	372	95
Cheshire	423	97	336	99
City of London	68	85	118	80
Cleveland	473	93	314	83
Cumbria	300	93	280	91
Derbyshire	515	92	450	90
Devon and Cornwall	1,342	97	1,006	80
Dorset	540	95	422	92
Durham	355	96	255	96
Dyfed-Powys	291	97	282	91
Essex	624	95	718	93
Gloucestershire	387	70	312	68
Greater Manchester	1,571	88	1,285	98
Gwent	332	95	199	75
Hampshire	686	91	591	70
Hertfordshire	449	94	455	92
Humberside	860	79	963	94
Kent	751	96	577	93
Lancashire	559	77	550	86
Leicestershire	466	98	381	97
Lincolnshire	571	97	574	96
Merseyside	365	92	267	79
Metropolitan	5,418	90	5,566	77
Norfolk	360	90	370	81
North Wales	355	96	229	93
North Yorkshire	322	83	303	84
Northamptonshire	465	91	413	94
Northumbria	768	97	741	93
Nottinghamshire	1,012	92	805	87
South Wales	893	92	1,052	90
South Yorkshire	598	89	489	87
Staffordshire	496	82	350	87
Suffolk	281	91	270	83
Surrey	392	77	354	81
Sussex	883	85	885	82
Thames Valley	1,221	97	1,210	96
Warwickshire	274	93	195	97
West Mercia	713	92	560	89
West Midlands	501	26	355	15
West Yorkshire	1,737	93	1,279	87
Wiltshire	604	50	633	94
Total	31,097	89	28,223	86

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

* The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for % complaint cases recorded within 10 working days. Therefore they may not match the actual number of recorded complaint cases presented in Table 2.

Table 4: Number of allegations recorded in 2018/19 and 2019/20

Police force	Number of allegations 2018/19	Number of allegations 2019/20*
Avon and Somerset	1,846	1,631
Bedfordshire	904	896
British Transport Police	634	580
Cambridgeshire	783	923
Cheshire	1,033	722
City of London**	170	180
Cleveland	725	640
Cumbria	455	418
Derbyshire	852	746
Devon and Cornwall	2,527	2,024
Dorset	753	534
Durham	559	465
Dyfed-Powys	538	514
Essex	1,531	2,021
Gloucestershire	737	851
Greater Manchester	2,697	2,181
Gwent	701	473
Hampshire	1,150	1,033
Hertfordshire	1,277	1,253
Humberside	1,261	1,325
Kent	1,363	1,126
Lancashire	1,020	1,005
Leicestershire	1,124	1,024
Lincolnshire	791	925
Merseyside	1,390	916
Metropolitan	11,085	11,437
Norfolk	760	736
North Wales	872	528
North Yorkshire	688	783
Northamptonshire	972	770
Northumbria	1,625	1,619
Nottinghamshire	1,569	1,385
South Wales	1,217	1,340
South Yorkshire	1,202	893
Staffordshire	1,008	672
Suffolk	636	594
Surrey	1,369	1,167
Sussex	1,319	1,465
Thames Valley	1,787	1,603
Warwickshire	333	241
West Mercia	839	659
West Midlands	1,030	684
West Yorkshire	2,528	2,166
Wiltshire	818	867
Total	58,478	54,015

* As complaints were no longer recorded under this regime from 1 February 2020, this count is not a total year count and cannot therefore be compared to 2018/19 as a percentage annual change.

** 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 5: Nature of allegations recorded in 2019/20

Allegation groupings	Allegation category	N	%
Oppressive behaviour	Serious non-sexual assault	153	0
	Sexual assault	109	0
	Other assault	3,954	7
	Oppressive conduct or harassment	2,460	5
	Unlawful/unnecessary arrest or detention	1,764	3
Malpractice	Irregularity in relation to evidence/perjury	692	1
	Corruption or malpractice	536	1
	Mishandling of property	1,474	3
Breach of PACE	Breach of Code A PACE on stop and search	355	1
	Breach of Code B PACE on searching of premises and seizure of property	883	2
	Breach of Code C PACE on detention, treatment and questioning	1,875	3
	Breach of Code D PACE on identification procedures	15	0
	Breach of Code E PACE on tape recording	25	0
	Unspecified breaches of PACE which cannot be allocated to a specific code	63	0
Lack of fairness and impartiality	Lack of fairness and impartiality	2,407	4
Discriminatory behaviour	Discriminatory behaviour	1,616	3
Other neglect of duty	Other neglect or failure in duty	21,946	41
Incivility	Incivility, impoliteness and intolerance	6,321	12
Traffic	Traffic irregularity	416	1
Other	Other irregularity in procedure	3,335	6
	Improper access and/or disclosure of information	1,351	3
	Other sexual conduct	53	0
	Other	1,137	2
Direction and control	General policing standards	432	1
	Operational management decisions	111	0
	Operational policing policies	268	0
	Organisational decisions	264	0
Total allegations		54,015	100

Table 6: Number of allegations recorded per 1,000 employees in 2019/20

Police force	Allegations recorded against employees only	Number of employees*	Allegations per 1,000 employees
Avon and Somerset	1,599	5,590	286
Bedfordshire	884	2,408	367
British Transport Police	557	4,833	115
Cambridgeshire	915	2,578	355
Cheshire	716	3,922	183
City of London	106	1,248	85
Cleveland	625	1,744	358
Cumbria	404	1,907	212
Derbyshire	719	3,393	212
Devon and Cornwall	1,827	5,328	343
Dorset	534	2,550	209
Durham	460	2,196	209
Dyfed-Powys	510	2,028	251
Essex	2,005	5,700	352
Gloucestershire	843	2,076	406
Greater Manchester	2,171	10,976	198
Gwent	460	2,115	217
Hampshire	971	5,077	191
Hertfordshire	1,239	3,897	318
Humberside	1,271	3,414	372
Kent	1,111	6,427	173
Lancashire	990	5,277	188
Leicestershire	1,014	3,624	280
Lincolnshire	836	1,697	493
Merseyside	912	5,812	157
Metropolitan	11,302	42,658	265
Norfolk	734	2,902	253
North Wales	519	2,836	183
North Yorkshire	764	2,769	276
Northamptonshire	760	2,388	318
Northumbria	1,618	4,960	326
Nottinghamshire	1,356	3,469	391
South Wales	1,315	5,377	245
South Yorkshire	854	4,783	179
Staffordshire	653	3,187	205
Suffolk	592	2,143	276
Surrey	1,154	3,712	311
Sussex	1,403	4,916	285
Thames Valley	1,598	7,754	206
Warwickshire	240	1,673	143
West Mercia	644	3,834	168
West Midlands	648	10,408	62
West Yorkshire	2,161	9,621	225
Wiltshire	842	2,288	368
Total	52,836	217,495	243

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

* 'Number of employees' is taken from the Home Office publication *Police Workforce, England and Wales, 31 March 2019*.

Table 7: Means by which allegations were finalised in 2019/20

Police force	Local resolution		Investigation		Withdrawn		Disapplication		Discontinuance		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N
Avon and Somerset	993	56	563	32	99	6	114	6	12	1	0	0	1,781
Bedfordshire	428	42	453	44	78	8	44	4	23	2	0	0	1,026
British Transport Police	80	14	452	79	40	7	0	0	2	0	0	0	574
Cambridgeshire	473	49	345	35	51	5	83	9	22	2	0	0	974
Cheshire	430	59	254	35	29	4	7	1	8	1	0	0	728
City of London	87	60	48	33	7	5	2	1	1	1	0	0	145
Cleveland	352	72	85	17	13	3	26	5	10	2	0	0	486
Cumbria	329	70	103	22	16	3	16	3	4	1	0	0	468
Derbyshire	491	57	250	29	48	6	4	0	66	8	0	0	859
Devon and Cornwall	1,288	61	565	27	143	7	124	6	8	0	0	0	2,128
Dorset	410	65	88	14	45	7	82	13	5	1	0	0	630
Durham	239	48	199	40	17	3	46	9	1	0	0	0	502
Dyfed-Powys	271	49	189	34	49	9	40	7	4	1	0	0	553
Essex	638	36	958	54	132	7	37	2	0	0	0	0	1,765
Gloucestershire	577	68	133	16	27	3	100	12	6	1	0	0	843
Greater Manchester	1,742	65	617	23	190	7	68	3	26	1	25	1	2,668
Gwent	42	12	168	49	116	34	17	5	0	0	0	0	343
Hampshire	646	66	211	22	71	7	45	5	7	1	0	0	980
Hertfordshire	498	36	715	51	90	6	64	5	30	2	0	0	1,397
Humberside	1,045	73	215	15	116	8	52	4	7	0	0	0	1,435
Kent	556	44	490	39	131	10	80	6	1	0	0	0	1,258
Lancashire	603	50	441	37	82	7	71	6	3	0	0	0	1,200
Leicestershire	584	55	328	31	68	6	58	6	15	1	0	0	1,053
Lincolnshire	643	70	197	21	52	6	30	3	0	0	0	0	922
Merseyside	469	49	376	39	21	2	88	9	10	1	0	0	964
Metropolitan	2,251	21	7,325	68	687	6	518	5	13	0	0	0	10,794
Norfolk	408	54	274	36	47	6	23	3	10	1	0	0	762
North Wales	326	45	377	52	15	2	5	1	1	0	0	0	724
North Yorkshire	611	77	63	8	29	4	91	11	0	0	0	0	794
Northamptonshire	486	59	264	32	41	5	14	2	22	3	0	0	827
Northumbria	557	31	924	52	171	10	91	5	40	2	0	0	1,783
Nottinghamshire	1,261	77	246	15	86	5	23	1	16	1	0	0	1,632
South Wales	585	43	552	41	109	8	100	7	12	1	0	0	1,358
South Yorkshire	733	64	221	19	65	6	94	8	37	3	0	0	1,150
Staffordshire	323	41	411	52	40	5	10	1	0	0	0	0	784
Suffolk	294	52	230	40	19	3	23	4	4	1	0	0	570
Surrey	848	68	325	26	38	3	35	3	2	0	0	0	1,248
Sussex	860	65	251	19	61	5	158	12	1	0	0	0	1,331
Thames Valley	1,448	76	276	15	45	2	131	7	0	0	0	0	1,900
Warwickshire	63	26	137	56	18	7	20	8	8	3	0	0	246
West Mercia	153	24	390	62	29	5	56	9	4	1	0	0	632
West Midlands	345	54	213	33	30	5	42	7	9	1	0	0	639
West Yorkshire	1,145	50	952	41	148	6	50	2	6	0	0	0	2,301
Wiltshire	345	68	93	18	23	4	21	4	26	5	0	0	517
Total	26,965	48	21,967	39	3,432	6	2,803	5	482	1	25	0	55,674

Table 8: Time taken to finalise allegations in 2019/20

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	46	990	163	550	-	0
Bedfordshire	52	427	155	447	-	0
British Transport Police	34	79	117	452	-	0
Cambridgeshire	53	473	122	343	-	0
Cheshire	46	430	91	244	-	0
City of London	86	87	87	43	-	0
Cleveland	98	352	181	85	-	0
Cumbria	48	328	130	103	-	0
Derbyshire	67	491	100	250	-	0
Devon and Cornwall	69	1,287	193	560	-	0
Dorset	68	410	196	87	-	0
Durham	78	237	167	199	-	0
Dyfed-Powys	53	271	133	189	-	0
Essex	71	638	165	940	-	0
Gloucestershire	74	577	205	133	-	0
Greater Manchester	113	1,741	177	570	-	0
Gwent	69	42	114	166	-	0
Hampshire	99	646	155	210	-	0
Hertfordshire	54	498	130	714	-	0
Humberside	86	1,045	187	211	-	0
Kent	61	555	158	467	-	0
Lancashire	96	603	182	434	-	0
Leicestershire	52	578	170	324	-	0
Lincolnshire	60	643	135	197	-	0
Merseyside	82	469	168	362	-	0
Metropolitan	73	2,146	142	5,375	473	4
Norfolk	89	408	103	273	-	0
North Wales	90	326	220	373	560	2
North Yorkshire	94	611	137	58	-	0
Northamptonshire	45	486	226	256	-	0
Northumbria	60	557	132	921	-	0
Nottinghamshire	70	1,261	180	238	-	0
South Wales	77	583	171	536	1,172	7
South Yorkshire	83	731	176	188	-	0
Staffordshire	60	322	145	408	-	0
Suffolk	89	294	126	225	-	0
Surrey	59	848	127	325	-	0
Sussex	58	854	231	249	-	0
Thames Valley	80	1,448	148	271	-	0
Warwickshire	54	63	124	134	-	0
West Mercia	77	153	115	389	-	0
West Midlands	101	345	227	200	-	0
West Yorkshire	41	1,139	133	951	-	0
Wiltshire	109	354	196	89	-	0
Total	73	26,826	151	19,739	863	13

* The number of allegations presented in this table are only those with valid dates that are used in the calculation for the average number of days to finalise allegations. Therefore, they may not match the actual number of finalised allegations presented in Table 7.

Table 9: Allegations finalised by investigation in 2019/20

Police force	Not subject to special requirements		Subject to special requirements*		Total investigated
	N	%	N	%	N
Avon and Somerset	526	93	37	7	563
Bedfordshire	425	94	28	6	453
British Transport Police	347	77	105	23	452
Cambridgeshire	333	97	12	3	345
Cheshire	252	99	2	1	254
City of London	48	100	0	0	48
Cleveland	81	95	4	5	85
Cumbria	101	98	2	2	103
Derbyshire	247	99	3	1	250
Devon and Cornwall	511	90	54	10	565
Dorset	82	93	6	7	88
Durham	182	91	17	9	199
Dyfed-Powys	188	99	1	1	189
Essex	870	91	88	9	958
Gloucestershire	90	68	43	32	133
Greater Manchester	531	86	86	14	617
Gwent	154	92	14	8	168
Hampshire	203	96	8	4	211
Hertfordshire	675	94	40	6	715
Humberside	203	94	12	6	215
Kent	450	92	40	8	490
Lancashire	424	96	17	4	441
Leicestershire	300	91	28	9	328
Lincolnshire	182	92	15	8	197
Merseyside	351	93	25	7	376
Metropolitan	6,416	88	909	12	7,325
Norfolk	269	98	5	2	274
North Wales	364	97	13	3	377
North Yorkshire	46	73	17	27	63
Northamptonshire	218	83	46	17	264
Northumbria	863	93	61	7	924
Nottinghamshire	202	82	44	18	246
South Wales	499	90	53	10	552
South Yorkshire	136	62	85	38	221
Staffordshire	387	94	24	6	411
Suffolk	227	99	3	1	230
Surrey	321	99	4	1	325
Sussex	213	85	38	15	251
Thames Valley	251	91	25	9	276
Warwickshire	117	85	20	15	137
West Mercia	360	92	30	8	390
West Midlands	195	92	18	8	213
West Yorkshire	932	98	20	2	952
Wiltshire	86	92	7	8	93
Total	19,858	90	2,109	10	21,967

*An investigation is subject to special requirements if it appears to the person investigating that there is an indication that a person to whose conduct the investigation relates may have:

1. committed a criminal offence, or
2. behaved in a manner which would justify the bringing of disciplinary proceedings.

Table 9a: Result of allegations finalised by investigation not subject to special requirements in 2019/20

Police force	Not upheld		Upheld		Total investigated not subject to special requirements*
	N	%	N	%	N
Avon and Somerset	477	91	49	9	526
Bedfordshire	391	92	34	8	425
British Transport Police	276	80	71	20	347
Cambridgeshire	316	95	17	5	333
Cheshire	229	91	23	9	252
City of London	44	92	4	8	48
Cleveland	74	91	7	9	81
Cumbria	85	84	16	16	101
Derbyshire	230	93	17	7	247
Devon and Cornwall	442	86	69	14	511
Dorset	71	87	11	13	82
Durham	157	86	25	14	182
Dyfed-Powys	175	93	13	7	188
Essex	748	86	122	14	870
Gloucestershire	62	69	28	31	90
Greater Manchester	495	93	36	7	531
Gwent	120	78	34	22	154
Hampshire	189	93	14	7	203
Hertfordshire	634	94	41	6	675
Humberside	176	87	27	13	203
Kent	313	70	137	30	450
Lancashire	388	92	36	8	424
Leicestershire	259	86	41	14	300
Lincolnshire	163	90	19	10	182
Merseyside	333	95	18	5	351
Metropolitan	5,747	90	669	10	6,416
Norfolk	241	90	28	10	269
North Wales	317	87	47	13	364
North Yorkshire	42	91	4	9	46
Northamptonshire	192	88	26	12	218
Northumbria	738	86	125	14	863
Nottinghamshire	184	91	18	9	202
South Wales	437	88	62	12	499
South Yorkshire	124	91	12	9	136
Staffordshire	341	88	46	12	387
Suffolk	195	86	32	14	227
Surrey	287	89	34	11	321
Sussex	197	92	16	8	213
Thames Valley	230	92	21	8	251
Warwickshire	95	81	22	19	117
West Mercia	292	81	68	19	360
West Midlands	174	89	21	11	195
West Yorkshire	846	91	86	9	932
Wiltshire	82	95	4	5	86
Total	17,608	89	2,250	11	19,858

* An investigation is subject to special requirements if it appears to the person investigating that there is an indication that a person to whose conduct the investigation relates may have:

1. committed a criminal offence, or
2. behaved in a manner that would justify the bringing of disciplinary proceedings.

Table 10: Nature of allegations finalised by investigation in 2019/20

Allegation groupings	Allegation category	Not subject to special requirements		Subject to special requirements*		Total investigated
		N	%	N	%	N
Oppressive behaviour	Serious non-sexual assault	97	63	58	37	155
	Sexual assault	73	82	16	18	89
	Other assault	2,240	85	380	15	2,620
	Oppressive conduct or harassment	940	90	101	10	1,041
	Unlawful/unnecessary arrest or detention	915	89	117	11	1,032
Malpractice	Irregularity in relation to evidence/perjury	387	84	72	16	459
	Corruption or malpractice	283	79	76	21	359
	Mishandling of property	582	91	55	9	637
Breach of PACE	Breach of Code A PACE on stop and search	160	82	35	18	195
	Breach of Code B PACE on searching of premises and seizure of property	352	95	19	5	371
	Breach of Code C PACE on detention, treatment and questioning	993	96	42	4	1,035
	Breach of Code D PACE on identification procedures	7	100	0	0	7
	Breach of Code E PACE on tape recording	6	100	0	0	6
	Unspecified breaches of PACE which cannot be allocated to a specific code	38	86	6	14	44
Lack of fairness and impartiality	Lack of fairness and impartiality	806	94	49	6	855
Discriminatory behaviour	Discriminatory behaviour	937	90	108	10	1,045
Other neglect of duty	Other neglect or Failure in duty	6,265	93	497	7	6,762
Incivility	Incivility, impoliteness and intolerance	1,775	91	171	9	1,946
Traffic	Traffic Irregularity	117	88	16	12	133
Other	Other irregularity in procedure	1,425	92	128	8	1,553
	Improper access and/or disclosure of information	604	87	92	13	696
	Other sexual conduct	14	44	18	56	32
	Other	483	90	53	10	536
Direction and control**	General policing standards	116	100			116
	Operational management decisions	28	100			28
	Operational policing policies	115	100			115
	Organisational decisions	100	100			100
Total allegations		19,858	90	2,109	10	21,967

* An investigation is subject to special requirements if it appears to the person investigating that there is an indication that a person to whose conduct the investigation relates may have:

1. committed a criminal offence, or
2. behaved in a manner that would justify the bringing of disciplinary proceedings.

** Direction and control matters are general decisions about how a police force is run, as opposed to the decisions or actions of people serving with the police.

Table 10a: Nature of allegations finalised by investigation not subject to special requirements in 2019/20

Allegation groupings	Allegation category	Not upheld		Upheld		Total investigated not subject to special requirements*
		N	%	N	%	N
Oppressive behaviour	Serious non-sexual assault	97	100	0	0	97
	Sexual assault	73	100	0	0	73
	Other assault	2,189	98	51	2	2,240
	Oppressive conduct or harassment	879	94	61	6	940
	Unlawful/unnecessary arrest or detention	850	93	65	7	915
Malpractice	Irregularity in relation to evidence/perjury	363	94	24	6	387
	Corruption or malpractice	269	95	14	5	283
	Mishandling of property	501	86	81	14	582
Breach of PACE	Breach of Code A PACE on stop and search	139	87	21	13	160
	Breach of Code B PACE on searching of premises and seizure of property	307	87	45	13	352
	Breach of Code C PACE on detention, treatment and questioning	908	91	85	9	993
	Breach of Code D PACE on identification procedures	5	71	2	29	7
	Breach of Code E PACE on tape recording	5	83	1	17	6
	Unspecified breaches of PACE which cannot be allocated to a specific code	31	82	7	18	38
Lack of fairness and impartiality	Lack of fairness and impartiality	746	93	60	7	806
Discriminatory behaviour	Discriminatory behaviour	916	98	21	2	937
Other neglect of duty	Other neglect or Failure in duty	5,148	82	1,117	18	6,265
Incivility	Incivility, impoliteness and intolerance	1,561	88	214	12	1,775
Traffic	Traffic Irregularity	98	84	19	16	117
Other	Other irregularity in procedure	1,269	89	156	11	1,425
	Improper access and/or disclosure of information	476	79	128	21	604
	Other sexual conduct	12	86	2	14	14
	Other	446	92	37	8	483
Direction and control**	General policing standards	93	80	23	20	116
	Operational management decisions	26	93	2	7	28
	Operational policing policies	110	96	5	4	115
	Organisational decisions	91	91	9	9	100
Total allegations		17,608	89	2,250	11	19,858

* An investigation is subject to special requirements if it appears to the person investigating that there is an indication that a person to whose conduct the investigation relates may have:

1. committed a criminal offence, or
2. behaved in a manner that would justify the bringing of disciplinary proceedings.

** Direction and control matters are general decisions about how a police force is run, as opposed to the decisions or actions of people serving with the police.

Table 11: Time taken to finalise complaint cases in 2019/20

Police force	Number of complaint cases finalised*	Average number of days to finalise complaint cases (NOT inc. suspension)	Average number of days to finalise complaint cases (inc. suspension)
Avon and Somerset	840	70	71
Bedfordshire	391	93	97
British Transport Police	278	76	93
Cambridgeshire	388	89	93
Cheshire	351	51	61
City of London	83	104	121
Cleveland	274	93	106
Cumbria	300	53	58
Derbyshire	539	100	100
Devon and Cornwall	994	111	115
Dorset	484	76	89
Durham	276	78	86
Dyfed-Powys	297	97	102
Essex	619	102	114
Gloucestershire	320	107	128
Greater Manchester	1,627	132	133
Gwent	170	88	101
Hampshire	587	88	93
Hertfordshire	503	94	102
Humberside	1,005	97	103
Kent	624	102	108
Lancashire	682	121	128
Leicestershire	441	87	92
Lincolnshire	580	86	87
Merseyside	290	99	117
Metropolitan	5,261	120	122
Norfolk	359	93	112
North Wales	298	131	140
North Yorkshire	233	106	108
Northamptonshire	476	86	96
Northumbria	766	98	103
Nottinghamshire	1,040	91	96
South Wales	1,020	109	113
South Yorkshire	594	102	112
Staffordshire	384	77	84
Suffolk	286	100	122
Surrey	383	69	73
Sussex	834	80	87
Thames Valley	1,410	78	89
Warwickshire	234	101	115
West Mercia	513	111	118
West Midlands	389	118	129
West Yorkshire	1,398	87	98
Wiltshire	398	121	124
Total	29,219	100	107

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

Table 12: Appeals completed and upheld in 2019/20 by appeal body and appeal type

Appeal type	IOPC appeals			Chief officer appeals		
	Number valid completed*	Number upheld	% upheld	Number valid completed*	Number upheld	% upheld
Non-recording**	1,305	524	40			
Local resolution	79	39	49	2,715	422	16
Investigation	1,245	419	34	487	72	15
Disapplication	83	8	10	302	38	13
Discontinuance	9	2	22	9	1	11

* Some appeals may be deemed 'invalid' (i.e. there was no right of appeal) and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'. In addition, one appeal completed by chief officers in 2019/20 was recorded on police force systems without a decision. Therefore, this appeal is not included in upheld and valid completed counts.

** All non-recording appeals are determined by the IOPC.

Table 13: Appeals received and completed by chief officers in 2015/16 to 2019/20

Chief officer local resolution appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	1,806	2,251	2,278	2,697	2,731
Valid completed	1,509	1,948	2,068	2,416	2,715
Upheld	256	328	321	379	422
% Upheld	17	17	16	16	16

Chief officer investigation appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	1,521	1,204	922	695	482
Valid completed	1,356	1,103	1,039	673	487
Upheld	260	196	167	84	72
% Upheld	19	18	16	12	15

Chief officer disapplication appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	402	404	365	406	288
Valid completed	392	351	344	387	302
Upheld	34	30	26	36	38
% Upheld	9	9	8	9	13

Chief officer discontinuance appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	7	5	13	10	11
Valid completed	6	4	12	10	9
Upheld	2	2	0	4	1
% Upheld	33	50	0	40	11

Total chief officer appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	3,736	3,864	3,578	3,808	3,512
Valid completed	3,263	3,406	3,463	3,486	3,513
Upheld	552	556	514	503	533
% Upheld	17	16	15	14	15

'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 IOPC consider appeals. From January 2016, the British Transport Police consider appeals. Before this date all appeals relating to this force were considered by the IPCC (now the IOPC).

Some appeals may be deemed 'invalid' and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'. In addition, one appeal completed by chief officers in 2019/20 was recorded on police force systems without a decision. Therefore, this appeal is not included in upheld and valid completed counts.

Completed appeals may have been received in a different financial year to that in which they are completed.

Table 14: Appeals received by chief officers in 2019/20

Police force	Chief officer local resolution appeals		Chief officer investigation appeals		Chief officer disapplication appeals		Chief officer discontinuance appeals		Total chief officer appeals
	N	%	N	%	N	%	N	%	N
Avon and Somerset	109	73	17	11	23	15	0	0	149
Bedfordshire	34	100	0	0	0	0	0	0	34
British Transport Police	0	0	34	100	0	0	0	0	34
Cambridgeshire	39	95	0	0	2	5	0	0	41
Cheshire	36	69	15	29	1	2	0	0	52
City of London	6	43	7	50	1	7	0	0	14
Cleveland	44	85	7	13	1	2	0	0	52
Cumbria	42	91	1	2	3	7	0	0	46
Derbyshire	30	86	2	6	2	6	1	3	35
Devon and Cornwall	109	73	28	19	11	7	1	1	149
Dorset	43	81	3	6	7	13	0	0	53
Durham	31	69	9	20	5	11	0	0	45
Dyfed-Powys	50	85	2	3	7	12	0	0	59
Essex	46	84	4	7	3	5	2	4	55
Gloucestershire	27	93	1	3	1	3	0	0	29
Greater Manchester	192	95	2	1	9	4	0	0	203
Gwent	2	11	16	89	0	0	0	0	18
Hampshire	71	83	3	3	11	13	1	1	86
Hertfordshire	54	93	0	0	4	7	0	0	58
Humberside	62	93	2	3	3	4	0	0	67
Kent	66	75	2	2	20	23	0	0	88
Lancashire	73	89	0	0	9	11	0	0	82
Leicestershire	46	87	0	0	7	13	0	0	53
Lincolnshire	55	93	0	0	4	7	0	0	59
Merseyside	66	79	8	10	10	12	0	0	84
Metropolitan	264	76	59	17	22	6	2	1	347
Norfolk	43	84	5	10	3	6	0	0	51
North Wales	27	64	13	31	2	5	0	0	42
North Yorkshire	43	81	3	6	7	13	0	0	53
Northamptonshire	70	91	0	0	7	9	0	0	77
Northumbria	40	38	51	49	12	12	1	1	104
Nottinghamshire	107	97	1	1	1	1	1	1	110
South Wales	31	29	62	58	13	12	0	0	106
South Yorkshire	65	79	2	2	14	17	1	1	82
Staffordshire	57	64	31	35	1	1	0	0	89
Suffolk	23	85	1	4	3	11	0	0	27
Surrey	63	88	8	11	1	1	0	0	72
Sussex	100	79	5	4	21	17	0	0	126
Thames Valley	159	87	15	8	9	5	0	0	183
Warwickshire	7	27	12	46	7	27	0	0	26
West Mercia	7	13	35	66	10	19	1	2	53
West Midlands	70	80	13	15	5	6	0	0	88
West Yorkshire	188	96	2	1	6	3	0	0	196
Wiltshire	34	97	1	3	0	0	0	0	35
Total	2,731	78	482	14	288	8	11	0	3,512

'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 IOPC consider appeals.

From January 2016, the British Transport Police consider appeals. Before this date all appeals relating to this force were considered by the IPCC (now the IOPC).

Table 15: Outcome of appeals completed by chief officers in 2019/20 (continues on next page)

Police force	Chief officer local resolution appeals			Chief officer investigation appeals			Chief officer disapplication appeals		
	Valid completed	Upheld	Upheld %	Valid completed	Upheld	Upheld %	Valid completed	Upheld	Upheld %
	N	N	%	N	N	%	N	N	%
Avon and Somerset	103	14	14	16	2	13	22	2	9
Bedfordshire	29	2	7	0	0	-	0	0	-
British Transport Police	1	1	100	28	6	21	0	0	-
Cambridgeshire	27	0	0	0	0	-	1	0	0
Cheshire	33	6	18	15	2	13	1	0	0
City of London	3	0	0	2	0	0	1	0	0
Cleveland	39	8	21	4	1	25	1	0	0
Cumbria	37	5	14	2	0	0	3	1	33
Derbyshire	32	2	6	8	0	0	0	0	-
Devon and Cornwall	96	20	21	24	4	17	12	1	8
Dorset	41	3	7	5	1	20	8	0	0
Durham	17	0	0	9	0	0	6	2	33
Dyfed-Powys	52	9	17	2	0	0	4	1	25
Essex	42	9	21	4	2	50	1	0	0
Gloucestershire	27	9	33	1	0	0	1	0	0
Greater Manchester	232	31	13	3	1	33	9	0	0
Gwent	3	2	67	21	4	19	1	0	0
Hampshire	70	1	1	4	0	0	15	0	0
Hertfordshire	45	5	11	0	0	-	4	0	0
Humberside	62	8	13	2	0	0	4	1	25
Kent	64	17	27	1	0	0	16	9	56
Lancashire	122	10	8	0	0	-	9	0	0
Leicestershire	40	2	5	0	0	-	7	0	0
Lincolnshire	51	7	14	0	0	-	4	1	25
Merseyside	58	9	16	10	3	30	11	0	0
Metropolitan	241	78	32	49	10	20	34	6	18
Norfolk	43	12	28	5	0	0	3	0	0
North Wales	30	6	20	11	3	27	2	1	50
North Yorkshire	50	5	10	3	0	0	8	1	13
Northamptonshire	67	5	7	0	0	-	6	0	0
Northumbria	27	7	26	47	11	23	14	0	0
Nottinghamshire	88	16	18	1	0	0	1	0	0
South Wales	30	12	40	58	9	16	13	1	8
South Yorkshire	62	2	3	2	0	0	14	0	0
Staffordshire	57	6	11	30	4	13	2	0	0
Suffolk	22	1	5	3	0	0	3	1	33
Surrey	66	4	6	11	0	0	1	0	0
Sussex	99	16	16	5	1	20	25	3	12
Thames Valley	161	12	7	19	1	5	9	1	11
Warwickshire	7	4	57	17	2	12	6	2	33
West Mercia	9	2	22	43	4	9	7	3	43
West Midlands	110	29	26	20	1	5	11	1	9
West Yorkshire	190	19	10	2	0	0	2	0	0
Wiltshire	30	6	20	0	0	-	0	0	-
Total	2,715	422	16	487	72	15	302	38	13

Please note, one appeal completed in 2019/20 was recorded on police force systems without a decision. Therefore, this appeal is not included in upheld and valid completed counts..

Table 15: Outcome of appeals completed by chief officers in 2019/20 (continued)

Police force	Chief officer discontinuance appeals			Total chief officer appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%
Avon and Somerset	0	0	-	141	18	13
Bedfordshire	0	0	-	29	2	7
British Transport Police	0	0	-	29	7	24
Cambridgeshire	0	0	-	28	0	0
Cheshire	0	0	-	49	8	16
City of London	0	0	-	6	0	0
Cleveland	0	0	-	44	9	20
Cumbria	0	0	-	42	6	14
Derbyshire	1	1	100	41	3	7
Devon and Cornwall	2	0	0	134	25	19
Dorset	0	0	-	54	4	7
Durham	0	0	-	32	2	6
Dyfed-Powys	0	0	-	58	10	17
Essex	1	0	0	48	11	23
Gloucestershire	0	0	-	29	9	31
Greater Manchester	0	0	-	244	32	13
Gwent	0	0	-	25	6	24
Hampshire	1	0	0	90	1	1
Hertfordshire	0	0	-	49	5	10
Humberside	0	0	-	68	9	13
Kent	0	0	-	81	26	32
Lancashire	0	0	-	131	10	8
Leicestershire	0	0	-	47	2	4
Lincolnshire	0	0	-	55	8	15
Merseyside	0	0	-	79	12	15
Metropolitan	1	0	0	325	94	29
Norfolk	0	0	-	51	12	24
North Wales	0	0	-	43	10	23
North Yorkshire	0	0	-	61	6	10
Northamptonshire	0	0	-	73	5	7
Northumbria	1	0	0	89	18	20
Nottinghamshire	0	0	-	90	16	18
South Wales	0	0	-	101	22	22
South Yorkshire	1	0	0	79	2	3
Staffordshire	0	0	-	89	10	11
Suffolk	0	0	-	28	2	7
Surrey	0	0	-	78	4	5
Sussex	0	0	-	129	20	16
Thames Valley	0	0	-	189	14	7
Warwickshire	0	0	-	30	8	27
West Mercia	1	0	0	60	9	15
West Midlands	0	0	-	141	31	22
West Yorkshire	0	0	-	194	19	10
Wiltshire	0	0	-	30	6	20
Total	9	1	11	3,513	533	15

Please note, one appeal completed in 2019/20 was recorded on police force systems without a decision. Therefore, this appeal is not included in upheld and valid completed counts.

Table 16: Appeals received and completed by the IOPC 2015/16 to 2019/20

IOPC non-recording appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	1,529	1,693	1,554	1,416	1,423
Valid completed	1,188	1,497	1,445	1,236	1,305
Upheld	473	549	524	447	524
% Upheld	40	37	36	36	40
IOPC local resolution appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	76	82	37	78	76
Valid completed	43	69	38	70	79
Upheld	35	52	24	47	39
% Upheld	81	75	63	67	49
IOPC investigation appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	1,950	1,790	1,654	1,292	1,261
Valid completed	1,669	1,721	1,703	1,310	1,245
Upheld	687	694	643	492	419
% Upheld	41	40	38	38	34
IOPC disapplication appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	116	128	117	69	92
Valid completed	96	130	101	59	83
Upheld	24	20	11	11	8
% Upheld	25	15	11	19	10
IOPC discontinuance appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	10	7	3	6	6
Valid completed	3	6	3	2	9
Upheld	0	0	0	0	2
% Upheld	0	0	0	0	22
Total IOPC appeals	2015/16	2016/17	2017/18	2018/19	2019/20
Received	3,681	3,700	3,365	2,861	2,858
Valid completed	2,999	3,423	3,290	2,677	2,721
Upheld	1,219	1,315	1,202	997	992
% Upheld	41	38	37	37	36

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

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

Completed appeals may have been recorded in a different financial year to that in which they are completed.

Table 17: Appeals received by the IOPC in 2019/20

Police force	IOPC non-recording appeals		IOPC local resolution appeals		IOPC investigation appeals		IOPC disapplication appeals		IOPC discontinuance appeals		Total IOPC appeals
	N	%	N	%	N	%	N	%	N	%	N
Avon and Somerset	20	67	0	0	10	33	0	0	0	0	30
Bedfordshire	15	23	2	3	48	73	1	2	0	0	66
British Transport Police	8	42	0	0	11	58	0	0	0	0	19
Cambridgeshire	11	27	2	5	25	61	3	7	0	0	41
Cheshire	23	82	0	0	5	18	0	0	0	0	28
City of London	17	100	0	0	0	0	0	0	0	0	17
Cleveland	9	75	0	0	3	25	0	0	0	0	12
Cumbria	17	81	0	0	4	19	0	0	0	0	21
Derbyshire	22	50	0	0	22	50	0	0	0	0	44
Devon and Cornwall	49	82	1	2	10	17	0	0	0	0	60
Dorset	7	33	1	5	12	57	0	0	1	5	21
Durham	15	38	0	0	24	60	1	3	0	0	40
Dyfed-Powys	24	63	0	0	14	37	0	0	0	0	38
Essex	26	45	0	0	32	55	0	0	0	0	58
Gloucestershire	17	89	0	0	2	11	0	0	0	0	19
Greater Manchester	35	43	2	2	42	51	3	4	0	0	82
Gwent	14	74	0	0	5	26	0	0	0	0	19
Hampshire	36	67	3	6	14	26	1	2	0	0	54
Hertfordshire	27	38	3	4	37	51	5	7	0	0	72
Humberside	49	71	3	4	16	23	1	1	0	0	69
Kent	70	59	2	2	46	39	1	1	0	0	119
Lancashire	20	40	0	0	29	58	1	2	0	0	50
Leicestershire	14	35	0	0	22	55	4	10	0	0	40
Lincolnshire	11	55	0	0	9	45	0	0	0	0	20
Merseyside	13	35	3	8	21	57	0	0	0	0	37
Metropolitan	189	27	14	2	439	64	48	7	0	0	690
Norfolk	41	53	5	6	28	36	3	4	0	0	77
North Wales	20	36	5	9	30	55	0	0	0	0	55
North Yorkshire	10	83	0	0	2	17	0	0	0	0	12
Northamptonshire	14	61	2	9	7	30	0	0	0	0	23
Northumbria	74	56	3	2	51	39	3	2	1	1	132
Nottinghamshire	24	41	7	12	27	47	0	0	0	0	58
South Wales	11	34	1	3	16	50	2	6	2	6	32
South Yorkshire	31	67	1	2	13	28	1	2	0	0	46
Staffordshire	20	71	0	0	4	14	4	14	0	0	28
Suffolk	19	56	1	3	12	35	2	6	0	0	34
Surrey	12	35	6	18	14	41	2	6	0	0	34
Sussex	5	42	1	8	6	50	0	0	0	0	12
Thames Valley	27	71	0	0	11	29	0	0	0	0	38
Warwickshire	8	73	0	0	3	27	0	0	0	0	11
West Mercia	237	94	0	0	14	6	0	0	0	0	251
West Midlands	58	92	1	2	4	6	0	0	0	0	63
West Yorkshire	39	26	5	3	101	68	4	3	0	0	149
Wiltshire	15	41	2	5	16	43	2	5	2	5	37
Total	1,423	50	76	3	1,261	44	92	3	6	0	2,858

Table 18: Outcome of appeals completed by the IOPC in 2019/20 (continues on next page)

Police force	IOPC non-recording appeals			IOPC local resolution appeals			IOPC investigation appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	20	6	30	0	0	-	6	1	17
Bedfordshire	15	2	13	2	2	100	44	14	32
British Transport Police	6	1	17	0	0	-	13	3	23
Cambridgeshire	12	4	33	2	1	50	23	5	22
Cheshire	27	6	22	0	0	-	8	2	25
City of London	16	5	31	0	0	-	0	0	-
Cleveland	8	1	13	0	0	-	4	2	50
Cumbria	16	6	38	0	0	-	4	3	75
Derbyshire	21	7	33	0	0	-	20	7	35
Devon and Cornwall	45	11	24	1	1	100	12	2	17
Dorset	6	3	50	2	2	100	8	3	38
Durham	14	3	21	0	0	-	25	9	36
Dyfed-Powys	20	4	20	0	0	-	15	1	7
Essex	25	13	52	0	0	-	34	12	35
Gloucestershire	18	7	39	0	0	-	2	1	50
Greater Manchester	40	12	30	1	1	100	46	19	41
Gwent	11	7	64	0	0	-	3	0	0
Hampshire	30	14	47	3	1	33	13	3	23
Hertfordshire	24	10	42	3	2	67	40	13	33
Humberside	56	16	29	3	0	0	18	9	50
Kent	65	29	45	3	1	33	43	18	42
Lancashire	20	7	35	0	0	-	32	10	31
Leicestershire	16	2	13	0	0	-	18	2	11
Lincolnshire	11	5	45	0	0	-	9	1	11
Merseyside	11	8	73	3	3	100	22	10	45
Metropolitan	186	56	30	17	5	29	436	146	33
Norfolk	39	14	36	4	3	75	22	7	32
North Wales	19	4	21	5	2	40	30	10	33
North Yorkshire	12	2	17	0	0	-	2	1	50
Northamptonshire	13	7	54	2	0	0	11	1	9
Northumbria	65	18	28	3	1	33	46	15	33
Nottinghamshire	21	15	71	9	7	78	25	10	40
South Wales	13	7	54	0	0	-	15	4	27
South Yorkshire	28	13	46	1	1	100	12	5	42
Staffordshire	22	9	41	0	0	-	5	1	20
Suffolk	21	6	29	0	0	-	11	4	36
Surrey	14	9	64	6	2	33	12	3	25
Sussex	4	1	25	1	1	100	5	2	40
Thames Valley	25	6	24	0	0	-	10	4	40
Warwickshire	13	5	38	0	0	-	4	0	0
West Mercia	145	107	74	0	0	-	14	10	71
West Midlands	56	36	64	1	1	100	5	1	20
West Yorkshire	42	11	26	5	2	40	103	41	40
Wiltshire	14	9	64	2	0	0	15	4	27
Total	1,305	524	40	79	39	49	1,245	419	34

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

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

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

Table 18: Outcome of appeals completed by the IOPC in 2019/20 (continued)

Police force	IOPC disapplication appeals			IOPC discontinuance appeals			Total IOPC appeals		
	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld	Valid completed	Upheld	Upheld
	N	N	%	N	N	%	N	N	%
Avon and Somerset	0	0	-	0	0	-	26	7	27
Bedfordshire	1	0	0	0	0	-	62	18	29
British Transport Police	0	0	-	0	0	-	19	4	21
Cambridgeshire	3	0	0	0	0	-	40	10	25
Cheshire	0	0	-	0	0	-	35	8	23
City of London	0	0	-	0	0	-	16	5	31
Cleveland	0	0	-	0	0	-	12	3	25
Cumbria	0	0	-	0	0	-	20	9	45
Derbyshire	0	0	-	0	0	-	41	14	34
Devon and Cornwall	0	0	-	0	0	-	58	14	24
Dorset	0	0	-	1	0	0	17	8	47
Durham	1	0	0	0	0	-	40	12	30
Dyfed-Powys	0	0	-	0	0	-	35	5	14
Essex	0	0	-	0	0	-	59	25	42
Gloucestershire	0	0	-	0	0	-	20	8	40
Greater Manchester	2	0	0	0	0	-	89	32	36
Gwent	0	0	-	0	0	-	14	7	50
Hampshire	1	0	0	0	0	-	47	18	38
Hertfordshire	4	0	0	1	0	0	72	25	35
Humberside	1	0	0	0	0	-	78	25	32
Kent	1	1	100	0	0	-	112	49	44
Lancashire	0	0	-	0	0	-	52	17	33
Leicestershire	4	1	25	0	0	-	38	5	13
Lincolnshire	0	0	-	0	0	-	20	6	30
Merseyside	0	0	-	0	0	-	36	21	58
Metropolitan	46	6	13	0	0	-	685	213	31
Norfolk	3	0	0	0	0	-	68	24	35
North Wales	0	0	-	0	0	-	54	16	30
North Yorkshire	0	0	-	0	0	-	14	3	21
Northamptonshire	0	0	-	0	0	-	26	8	31
Northumbria	1	0	0	1	0	0	116	34	29
Nottinghamshire	0	0	-	0	0	-	55	32	58
South Wales	1	0	0	2	2	100	31	13	42
South Yorkshire	1	0	0	0	0	-	42	19	45
Staffordshire	1	0	0	0	0	-	28	10	36
Suffolk	2	0	0	0	0	-	34	10	29
Surrey	3	0	0	0	0	-	35	14	40
Sussex	0	0	-	0	0	-	10	4	40
Thames Valley	0	0	-	0	0	-	35	10	29
Warwickshire	0	0	-	0	0	-	17	5	29
West Mercia	2	0	0	0	0	-	161	117	73
West Midlands	0	0	-	0	0	-	62	38	61
West Yorkshire	3	0	0	1	0	0	154	54	35
Wiltshire	2	0	0	3	0	0	36	13	36
Total	83	8	10	9	2	22	2,721	992	36

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

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

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

Table 19: Gender of complainants 2019/20

Gender	2018/19		2019/20	
	N	%	N	%
Female	11,749	39	10,763	39
Male	17,577	58	15,851	57
Other	95	0	85	0
Prefer not to say	0	0	0	0
Unknown	791	3	915	3
Total	30,212	100	27,614	100

Table 20: Ethnicity of complainants 2019/20

Ethnicity	2018/19		2019/20	
	N	%	N	%
White	13,451	45	11,881	43
Black	1,255	4	1,157	4
Asian	1,365	5	1,267	5
Other	715	2	736	3
Not stated	12,287	41	11,146	40
Unknown	1,139	4	1,427	5
Total	30,212	100	27,614	100

Table 21: Age of complainants 2019/20

Age group	2018/19		2019/20	
	N	%	N	%
17 & below	247	1	236	1
18-29	3,957	13	3,614	13
30-39	5,699	19	5,520	20
40-49	5,678	19	5,325	19
50-59	4,992	17	4,679	17
60+	2,938	10	2,779	10
Unknown	6,701	22	5,461	20
Total	30,212	100	27,614	100

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

Tables 19 to 21: Complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.

Table 22: Status of those subject to a complaint 2019/20

Status	2018/19		2019/20	
	N	%	N	%
Police officer ranks	29,842	87	28,677	87
Police staff including traffic wardens	3,208	9	3,060	9
Community support officers	822	2	704	2
Contracted staff	121	0	148	0
Special constables	378	1	328	1
Total	34,371	100	32,917	100

The total number of subjects in table 22 will not match the figures in tables 23 and 24. This is because people subject to more than one complaint in the year may have held different ranks at the time each allegation was recorded. In such cases they will be counted more than once in this table (for each rank) but not in the following tables.

Table 23: Gender of those subject to a complaint 2019/20

Gender	2018/19		2019/20	
	N	%	N	%
Female	9,979	29	9,789	30
Male	23,965	70	22,732	69
Other	12	0	16	0
Unknown	225	1	212	1
Total	34,181	100	32,749	100

Table 24: Ethnicity of those subject to complaint 2019/20

Ethnicity	2018/19		2019/20	
	N	%	N	%
White	27,916	82	26,127	80
Black	556	2	567	2
Asian	1,026	3	1,069	3
Other	667	2	654	2
Not stated	878	3	860	3
Unknown	3,138	9	3,472	11
Total	34,181	100	32,749	100

Tables 23 and 24: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

3

Annex A: glossary of terms

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.

Direction and control: The IOPC considers the term ‘direction and control’ to mean general decisions about how a police force is run, as opposed to the day-to-day decisions or actions of people serving with the police.

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 category³.

Local resolution: For less serious complaints, such as rudeness or incivility, the complaint may be dealt with by local resolution. Local resolution is a flexible process that can be adapted to the needs of the complainant. A local police supervisor deals with the complaint, which might involve providing an explanation or information; an apology on behalf of the force; a written explanation of the circumstances and any action taken; or resolving the complaint over the counter or by telephone.

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

- **Local investigations:** carried out entirely by the police. Complainants have a right of appeal to the relevant appeal body following a local investigation⁴.

³ A full list of the allegation categories for the 2012 complaints regime and their definitions can be found in the IOPC’s Guidance on the recording of complaints under the *Police Reform Act 2002*: www.policeconduct.gov.uk/research-and-learning/statistics/complaints-statistics

⁴ The test to determine who should deal with an appeal is set out in section 13 of our Statutory Guidance (2015) www.policeconduct.gov.uk/complaints-and-appeals/statutory-guidance ‘Chief officer’ is a collective term that refers to the heads of police forces (this means chief constables for all forces except the Metropolitan Police Service and the City of London Police, which are each headed by a commissioner).

- Supervised investigations: carried out by the police under their own direction and control. The IOPC 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 IOPC following a supervised investigation.
- 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 *Police Reform Act 2002*.

Withdrawn: A complainant may decide to withdraw one or more allegations in their complaint or they may wish no further action to be taken in relation to their allegation/ complaint. This results in the allegation being recorded as withdrawn and may mean no further action being taken.

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

There are certain circumstances in which a complaint that has been recorded by a police force does not have to be dealt under the *Police Reform Act 2002*. These are:

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

Discontinuance: A discontinuance ends an ongoing investigation into a complaint. It can occur only if one or more of the following circumstances apply:

- if a complainant refuses to co-operate to the extent it is not reasonably practicable to continue with the investigation
- if the police force decides the complaint is suitable for local resolution
- if the complaint is repetitious
- if the complaint is vexatious, oppressive or otherwise an abuse of the procedures for dealing with complaints
- if it is not reasonably practicable to proceed with the investigation

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

Special requirements: If an investigation is subject to special requirements:

- a severity assessment of the level of misconduct must be carried out
- formal notices of investigation must be served on the police officers/staff involved in the complaint
- there are formal procedures for the investigation that must be complied with
- the investigation must consider whether there is a case to answer at its conclusion

Upheld: A complaint is upheld if, on the balance of probabilities, the force considers that the service received was below the standard that a person could reasonably expect.

Suspension: After recording a complaint, the investigation or other procedure for dealing with the complaint may be suspended. This is because continuing the investigation or other procedure would prejudice a criminal investigation or criminal proceedings.

There are a number of factors police forces should consider when deciding whether it is appropriate to suspend an investigation into a complaint⁵. They must notify the complainant in writing when the investigation or other procedure into their complaint is suspended and provide an explanation for the decision. A complainant has the right to ask the IOPC to review that decision.

Chief officer: ‘Chief officer’ is a collective term that refers to the heads of police forces (this means chief constables for all forces except the Metropolitan Police Service and the City of London Police, which are each headed by a commissioner).

Non-recording appeal: Under the *Police Reform Act 2002*, the police have a duty to record all complaints about the conduct of a serving member of the police or the direction and control of a police force. Complainants have the right to appeal to the IOPC in relation to the non-recording of their complaint on a number of grounds. The appeal right in relation to direction and control complaints is limited. Full details can be found in Section 13 of our Statutory Guidance (2015).

Investigation appeal: This applies to all complaints investigated by the police force itself or where the investigation has been supervised by the IOPC. The complainant may appeal to the relevant appeal body on a number of grounds in relation to the investigation. There is no right of appeal in relation to the investigation of a complaint about a force’s direction and control.

⁵ Information about the considerations that should be made when deciding whether to suspend an investigation or other procedures into a complaint can be found in section 9 of our Statutory Guidance (2015) www.policeconduct.gov.uk/complaints-and-appeals/statutory-guidance

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

- the complaint subject to the discontinued investigation relates to a force's direction and control
- the IOPC has given permission for the discontinuance
- the discontinuance is carried out by the IOPC 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 that has made the decision is the subject of the appeal and the grounds of appeal. The relevant appeal body may still consider

an appeal even if it does not consider the appeal complete

- if there is no right of appeal. Only a complainant or someone acting on their behalf can make an appeal. If anyone else tries to, the appeal is invalid. An appeal must also follow the final decision of a police force in relation to a complaint (or, in the case of non-recording where no decision has been made, at least 15 working days must have passed between the complainant making their complaint and submitting an appeal against the non-recording of that complaint)
- if the appeal is made more than 28 days after the date of the letter from the police force notifying the complainant about the decision (which can be appealed) and there are no special circumstances to justify the delay

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

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

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

the written permission of the complainant to act on their behalf

A person is 'adversely affected' if they:

- suffer distress or inconvenience
- loss or damage
- are put in danger or at risk by the conduct complained about

This might apply, for example, to people present at an 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
- someone who 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*, 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 *Police Reform Act 2002* as a detention officer or escort officer by a chief officer.

To find out more about our work or to request this report in an alternative format, you can contact us in a number of ways:

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Rydym yn croesawu galwadau ffôn yn y Gymraeg

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