

## Overview for 2025 to date

1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025

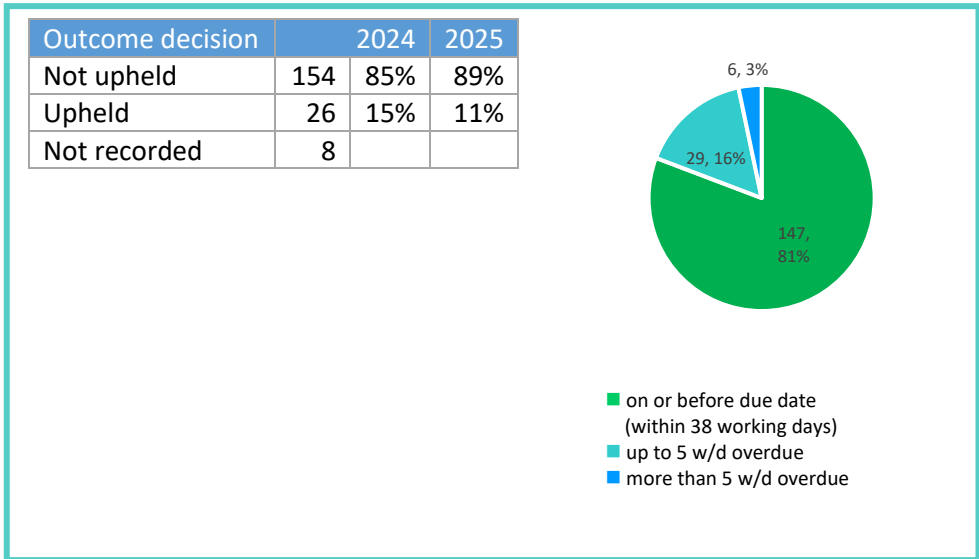
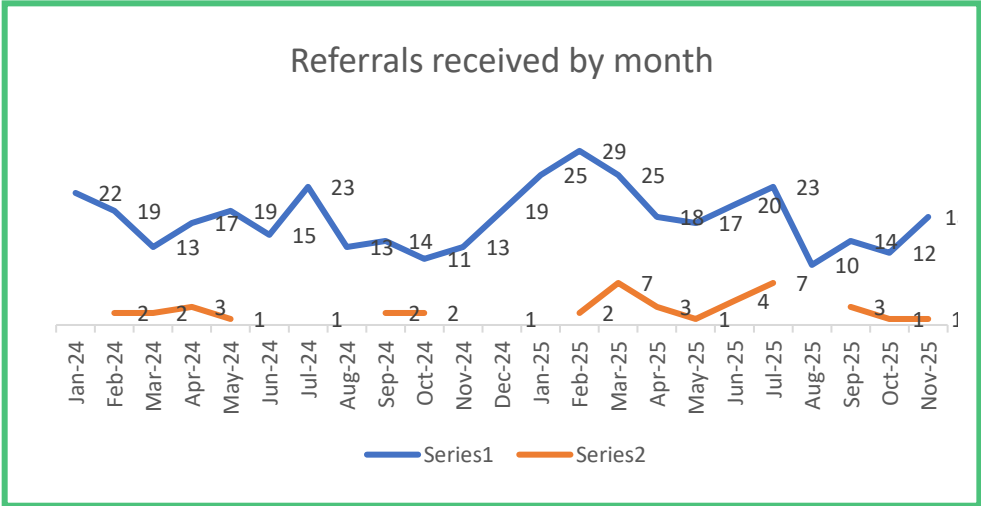
### Executive summary:

- 242 reviews were received compared to 192 for the same period in 2024. This is an increase of 50 reviews (+26%). On average, 22 reviews per month were received compared to 17 average per month for the previous year.
- 209 reviews were confirmed to be valid. Of the 33 other referrals, 14 are TBC, 9 were invalid, 7 were out of time, 2 were sent to PSD, and 1 was withdrawn.
- This quarter, upheld complaints are at 11% (11% in 2024) however many cases are still open and yet to receive a verdict.
- Of reviews finalised, 19% of reviews exceeded the due date, 6 exceeded more than 5 days overdue. Due dates are self-determined by the team at the OSPCC and are not a statutory requirement.
- The most common recommendations are 1) contact to be arranged 2) reconsider/reinvestigate 3) apology to be provided 4) review decision. There are 24 cases with recommendations.
- Organisational learning includes points such as contact to be arranged, higher attention to detail, show empathy to complainant during investigation and outcome, , provide more information/explanation and remember service quality determination particularly in outcome letter.

**242**  
reviews  
received in  
2025

**209**  
**(86%)**  
valid

**188**  
reviews  
completed



Recommendations  
made in  
**24 cases**  
Organisational  
learning in **58**  
cases

### Recommendations and organisational learning

Recommendations	
Provide more detail within outcome	2
Review of decision	6
Apology	6
Reconsider/reinvestigate	12
Training and learning	4
Further explanation/contact	14

N.B. Multiple recommendations can be made per case

Organisational learning		
Operational	Handling and disposal of BWV footage	3
Amendments to outcome letter	Outcome letter	7
Complaint recording	IO to remember quality of service determination	1
	IOS to answer all complaint points	1
Response	Quality of communication/explanation	1
	Empathy/apology	8
	Attention to detail	15
	Timeliness	6
	Contact arrangement to be set up	32
Training	Share learnings with officer/team	5

N.B. Multiple organisational learning can be made per case