

The table below shows the outcome of complaints closed, broken down by quarter.

	Service			
	Unsubstantiated	Substantiated	Partially substantiated	Withdrawn
2015 Q1	340	35	13	7
2015 Q2	205	28	10	6
2015 Q3	121	26	10	14
2015 Q4	108	20	18	17
2016 Q1	128	31	22	28
2016 Q2	143	19	15	10
2016 Q3	122	20	11	7
2016 Q4	144	21	18	10
2017 Q1	123	37	8	1
2017 Q2	124	32	17	11
2017 Q3	140	37	25	7
2017 Q4	118	28	12	4
2018 Q1	159	26	18	1
2018 Q2	110	25	15	10
2018 Q3	73	23	7	12
2018 Q4	66	18	17	6
2019 Q1	88	18	13	3
2019 Q2	82	19	11	21
2019 Q3	73	37	11	13
2019 Q4	73	13	8	5
2020 Q1	69	12	9	6

	Minor			
	Unsubstantiated	Substantiated	Partially substantiated	Withdrawn
2015 Q1	92	4	5	3
2015 Q2	64	3	2	4

2015 Q3	68	6	7	2
2015 Q4	64	3	5	5
2016 Q1	77	1	6	4
2016 Q2	91	4	10	7
2016 Q3	105	2	8	3
2016 Q4	82	6	14	2
2017 Q1	89	4	8	0
2017 Q2	75	8	11	3
2017 Q3	104	6	7	6
2017 Q4	123	7	13	2
2018 Q1	102	4	10	4
2018 Q2	94	4	6	2
2018 Q3	56	2	10	9
2018 Q4	61	0	5	7
2019 Q1	58	2	1	3
2019 Q2	59	3	3	1
2019 Q3	43	4	4	5
2019 Q4	52	1	6	11
2020 Q1	27	3	3	3

	Serious			
	Unsubstantiated	Substantiated	Partially substantiated	Withdrawn
2015 Q1	26	3	3	0
2015 Q2	15	3	2	0
2015 Q3	21	1	0	0
2015 Q4	15	2	2	0
2016 Q1	23	0	3	1
2016 Q2	26	0	1	0
2016 Q3	18	0	1	0
2016 Q4	18	1	2	0
2017 Q1	13	2	0	0
2017 Q2	16	1	0	0

2017 Q3	29	1	2	1
2017 Q4	26	3	1	0
2018 Q1	19	1	0	0
2018 Q2	22	1	0	0
2018 Q3	9	0	0	0
2018 Q4	13	0	1	0
2019 Q1	13	1	1	0
2019 Q2	9	2	0	0
2019 Q3	14	2	1	0
2019 Q4	17	0	0	0
2020 Q1	11	0	0	0

One complaint may contain various aspects/ allegations (for example an allegation of assault and an allegation of rudeness)

This is provisional management information which has not been assured to the standards of official statistics

The above data shows complaints closed within Detention and Escorting Services (IRC/ STHF/ escorting services)