Freedom of Information request ref 01/FOI/26/4372
We received your request on the 31/07/2026.

Request

You asked us:

What is the average, minimum and maximum lead time, for complaints to your force resolved within the past year, to be:

- acknowledged
- allocated
- begin being investigated
- resolved with an outcome

Following initial receipt of the complaint by your force?

Clarification

Public complaints

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

The below information relates to *working days* and relate to all Public Complaints finalised in from 01/08/2025 to 31/07/2026.

	Minimum	Maximum	Average
Acknowledged	0	213	2.8
Allocated	0	212	3.3
Begin being investigated			
Resolved with an outcome	0	911	41.1

Please note:

- For the minimum and maximum figures, British Transport Police has taken the shortest and longest example of each time period.
- A minimum of 0 means the relevant action was completed on the same day the case was received (e.g. acknowledged, allocated, or resolved). The maximum value reflects the longest elapsed time recorded for that stage of the process.
- British Transport Police does not hold information that explicitly records when an Investigating Officer commences an investigation after a case has been allocated. This is

because there is no dedicated marker within the system that captures the start of investigative activity.