| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0168Responded to: 06 February 2024 |
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Your recent request for information is replicated below, together with our response.

Please accept our apologies for the delay in responding.

**Some months ago I submitted a very detailed complaint to Police Standards in Glasgow in respect of police behaviour including the behaviour of a sergeant at Police Standards, The complaint was dealt with summarily rejecting every aspect of my complaint.**

**I am of the opinion that the complaint was not satisfactorily addressed or indeed satisfactorily investigated.**

**I request that I am provided with all records including electronic records pertaining to the investigation if my complaint.**

Our response to your request is complex because you have asked about a complaint *you submitted,* not further described.

As such, in terms of section 18 of that Act, I am therefore refusing to confirm or deny whether Police Scotland holds the information - ie I am refusing to confirm or deny whether a named individual (you) has made a complaint.

The public interest overwhelmingly lies in protecting your right to privacy and an individual’s own personal information is exempt from disclosure in terms of the exemption at section 38(1)(a).

I would further advise you, that had you requested, for example, all information regarding the investigation of complaint CO/12345/23 etc, the above provisions would not apply.

However, the information sought could still not be provided due to various exemptions set out in the Act - those covering the personal data of third parties (eg the officer(s) complained about), and those covering investigative records.

I’m afraid I can see no means via FOI in which to assist you.

If you are dissatisfied with the handling of a complaint against the police, I can only suggest that you refer the matter to the [Police Investigations & Review Commissioner (pirc.scot)](https://pirc.scot/).

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.