| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-2697Responded to: xx November 2024 |
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Your recent request for information is replicated below, together with our response.

To provide some context to our response, you may find the following information useful.

The Police Scotland [Complaints About the Police Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx) outlines how we deal with complaints relating to officers and members of police staff.

## Regarding Police Scotland’s Professional Standards Department (West), how many complaints were currently actively being instigated on the following dates:

1. **1st January 2024**
2. **1st April 2024**
3. **1st September 2024**

Q1 – Q3 have been answered together to avoid repetition.

We have assumed the term ‘instigated’ to mean ‘investigated’.

Furthermore, we have interpreted your request to relate to the West Command Area which includes the following territorial areas:

* Greater Glasgow (G Division)
* Renfrewshire and Inverclyde (K Division)
* Argyll and West Dunbartonshire (L Division)
* Lanarkshire (Q Division)
* Ayrshire (U Division)
* Dumfries and Galloway (V Division).

I must advise you that the Professional Standards Department (PSD) database does not have the functionality to provide how many complaints were being actively investigated on any specific date.

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to provide an accurate response to your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

By way of explanation, this level of detail is not retrievable in a statistical format and would require us to manually review every individual complaint file within the relevant time period in order to ascertain the number of complaints being ‘actively investigated’ on any particular date.

It is estimated that this is an exercise which would exceed the cost limitations of the Act.

**How many complaints were unallocated on the following dates:**

1. **1st January 2024**
2. **1st April 2024**
3. **1st September 2024**

Q4 – Q6 have been answered together to avoid repetition

I must again advise you that we are unable to provide this data from the PSD database for these specific dates.

To be of some assistance, we do extract weekly figures which are a snapshot from the day on which the data is captured (please note they are close to, but do not exactly match the dates requested).

These figures are manually obtained on a specific date for reporting purposes but as they change daily it is not possible to revisit or amend the period.

* On 29 December 2023 there were 272 Non-Criminal complaints awaiting allocation.  There were no Criminal complaints awaiting allocation.
* On 29 March 2024 there were 305 Non-Criminal complaints awaiting allocation.  There were no Criminal complaints awaiting allocation.
* On 30 August 2024 there were 444 Non-Criminal complaints awaiting allocation.  There were no Criminal complaints awaiting allocation.

**How many complaints were in another status other than being investigated or unallocated on:**

1. **1st January 2024**
2. **1st April 2024**
3. **1st September 2024**

Q7 – Q9 have been answered together to avoid repetition

Again, I must advise you thatwe are unable to collate statistics relating to the status of individual complaints for any specific date as there is no operational requirement to do so.

I estimate that it would cost well in excess of the current FOI cost threshold of £600 to provide an accurate response to your request based on the explanation already provided. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

1. **How many complaints were received in each month in 2024 (Jan – Sept incl.)**

Figures have been provided below which details the number of complaint cases received in the West Command Area between 01/01/2024 – 30/09/2024 inclusive.

This data is based on a snapshot taken from the PSD database on 24/10/2024.

*Table 1: Number of complaint cases received in the West Command Area, by month 1*

| **Month Received** | **Number of complaint cases** |
| --- | --- |
| Jan-24 | 265 |
| Feb-24 | 269 |
| Mar-24 | 295 |
| Apr-24 | 305 |
| May-24 | 294 |
| Jun-24 | 278 |
| Jul-24 | 292 |
| Aug-24 | 269 |
| Sep-24 | 198 |
| **Total** | **2,465** |

*1 . Data is based on the case received date.*

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.