| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-3133Responded to: 4th January 2024 |
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Your recent request for information is replicated below, together with our response.

1. **How many complaints made by members of the public against the police are awaiting allocation to an enquiry officer in the professional standards department in Police Scotland?**

As of 4 January 2024, I can advise you that 853 Complaints Against the Police were awaiting allocation.

1. **What is the longest period that a complaint has awaited allocation to an enquiry officer in the PSD Department?**

As of 4 January 2024, I can advise you that the longest period a complaint has awaited allocation is 243 days (East & North), followed by 181 days (West) which reflects each of the three regions.

1. **How many civilian investigating officers do you have within the PSD Department that are non-police officers investigating complaints against the police?**

There are no civilian investigating officers within PSD.

1. **Please disclose all policies/strategy reports/meeting minutes that document what efforts are being taken to reduce the amount of complaints on the waiting list to be allocated to an enquiry officer within PSD.**

As you may be aware, the Freedom of Information (Scotland) Act 2002 provides a right of access to recorded information only.

I can advise that there is no recorded information held by Police Scotland that falls within the scope of your request and section 17 of the Act therefore applies.

To be of assistance, I can advise that complaint demand has featured on our risk register for some time and we have instigated various control measures to try and mitigate the risk.

All correspondence received by the Professional Standards Department (PSD) is subject of triage, with complaints about the police reviewed by the National Complaint Assessment and Resolution Unit.

The purpose of this assessment is to consider the risk and priority to allow an investigation to be appropriately allocated to the correct department within PSD.

Where the complaint is not of a criminal nature, it will be further assessed with appropriate measures put in place to allocate the investigation, once again considering, risk, complexity and volume of complaints.

This process allows the investigations to be efficiently conducted but due to the nature of such enquiries, it can be difficult to determine timescales for completion.

In recent months, in recognition of the delay some complainants may experience in their complaint being allocated for investigation, there has been work undertaken to improve systems and processes to ensure the team are operating as efficiently as possible.

Additional resource from the Professionalism and Assurance portfolio as well as other business areas within Police Scotland have been identified to support this work. This is is subject of continual monitoring via a governance structure reporting directly to ACC Professionalism and Assurance, with any learning identified supporting the complaint handling process. Overseen by a Superintendent from within the Professional Standards Department there are robust processes and governance in place to ensure all matters coming into PSD are risk assessed and triaged with the most serious matters being allocated, or reported to the appropriate Authority without delay. Early contact is made with all complainers and regular contact is maintained until their complaint is allocated to an Investigating Officer to reduce the impact on public trust and confidence.

All complaints about the police are treated seriously and they will be thoroughly and fully considered.

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.