| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-2302Responded to: 04 October 2024 |
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Your recent request for information is replicated below, together with our response.

## How many unallocated complaints are in the system?

As of 13 September 2024, there are 1,245 non-criminal complaints awaiting allocation for investigation.  There are no Criminal complaints awaiting allocation.

## How many are allocated and being investigated?

As of 13 September 2024, PSD are investigating 509 Complaints which includes 147 Criminal Investigations and 362 Non-Criminal Investigations.

## How many staff, civilian, police officer officer and senior management are working to resolve the complaints in the department?

Complaint resolution involves several processes which can vary depending on the complexities of a complaint.  There are various teams within the Professional Standard Department (PSD) ranging from those who receive complaints, those who undertake initial triage, those who carry out conduct and/or criminal investigations, and those who assist with the administrative functions.  As such, all staff across PSD can be involved in complaint resolution.

On that basis I can confirm there are 167 police officers from the rank of Constable to Chief Superintendent, and 20 members of police staff of various Grades.

Section 5 within the [Complaints About the Police Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx) explains the 6-stage complaint handling process which may be helpful in understanding the full complaint process.

## How long does it take for a complaint to be allocated to an investigator?

I can advise you that Police Scotland does not hold the above requested information. In terms of Section 17 of the Act, this letter represents a formal notice that information is not held.

To explain, the aim for Police Scotland is to respond to complaints requiring investigation within 56 days of receipt, as set out in PIRC Statutory Guidance.

Compliance against that target is monitored and reported on via our Professional Standards Quarterly Reports which are published on the [SPA website](https://www.spa.police.uk/publication-library/?committee=Complaints+and+Conduct+Committee).

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.