| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1646  Responded to: 12th July 2023 |
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Your recent request for information is replicated below, together with our response.

The Police Scotland [Complaints About the Police Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/fifhh5vo/complaints-about-the-police-sop.pdf) outlines how we deal with complaints.

Data has been provided based on the complaint categories listed at appendices G and H.

In particular, you should note that the group 1-7 crime categories below (eg crimes of violence, indecency etc) relate to *off-duty* allegations.

Those same categories, if they were *on-duty,* would all be subsumed within ‘Other - Criminal’ as per the classification system.

Please note that data is only available for the period since 1 April 2014 when the national Professional Standards database became operational.

Information for the period prior is *not held* by Police Scotland and section 17 of the Act therefore applies.

**1) Please may you provide details on the complaints made by the general public towards Police Scotland over the last 10 years. Please may you provide specific clarity as to whether these complaints originate from the same complainer and the nature of each complaint (e.g. racism, sexism etc). Please may you also provide the total number of complainers for each given year.**

A total of 57,593 complaints received 01/04/2014 – 31/03/2023 inclusive were linked to complainers recorded as being members of the public.

Moreover, a total of 60,366 complainers recorded as being members of the public were linked to these complaints.

Please note that each complaint may involve multiple complainers and therefore the number of complainers may vary from the number of complaints.

Individual complainers are counted once per complaint case.

A total of 6,507 repeat complainers recorded as being members of the public were identified within this period.

This is where same complainer has appeared against multiple (ie more than one) separate complaints.

A breakdown of the allegation categories attached to complaints received 01/04/2014 – 31/03/2023 inclusive and linked to complainers recorded as being members of the public has been provided below.

Please note that each complaint may involve multiple allegations and that each allegation may involve multiple complainers, therefore the number of allegations may vary from the number of complaints and the number of complainers.

*Allegations linked to a public complainer type, by Allegation Type (01/04/14 - 31/03/23)*

| **Allegation Type** | **Number of Allegations** |
| --- | --- |
| Assault | 3,002 |
| Corrupt Practice | 277 |
| Crimes of Dishonesty | 8 |
| Crimes of Indecency | 5 |
| Crimes of Violence | 4 |
| Discriminatory Behaviour | 851 |
| Excessive Force | 4,904 |
| Fireraising, Malicious Mischief etc | 1 |
| Incivility | 15,819 |
| Irregularity in Procedure | 38,431 |
| Miscellaneous Offences | 48 |
| Neglect of Duty | 1,457 |
| Offences involving Motor Vehicles | 11 |
| Oppressive Conduct/Harassment | 2,921 |
| Other | 184 |
| Other - Criminal | 1,164 |
| Other - Non Criminal | 2,155 |
| Other Crimes | 18 |
| Policy/Procedure | 5,389 |
| Service Delivery | 8,600 |
| Service Outcome | 10,820 |
| Traffic Irregularity/Offence | 1,388 |
| Unlawful/Unnecessary Arrest or Detention | 1,205 |
| Total | 98,662 |

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

**2) Please may you provide details on the complaints made by fellow police colleagues towards other colleagues in Police Scotland over the last 10 years (i.e. internal complaints). Please may you provide specific clarity as to whether these complaints originate from the same complainer and the nature of each complaint (e.g. racism, sexism etc). Please may you also provide the total number of complainers for each given year.**

A total of 238 complaints received 01/04/2014 – 31/03/2023 inclusive were linked to complainers recorded as being Police Officers or Police Staff.

Moreover, a total of 240 complainers recorded as being Police Officers or Police Staff were linked to these complaints.

Please note that each complaint may involve multiple complainers and therefore the number of complainers may vary from the number of complaints.

Individual complainers are counted once per complaint case.

A total of 25 repeat complainers recorded as being Police Officers or Police Staff were identified within this period.

This is where same complainer has appeared against multiple (ie more than one) separate complaints.

A breakdown of the allegation categories attached to complaints received 01/04/2014 - 31/03/2023 inclusive and linked to complainers recorded as being Police Officers or Police Staff has been provided below.

Please note that each complaint may involve multiple allegations and that each allegation may involve multiple complainers, therefore the number of allegations may vary from the number of complaints and the number of complainers.

*Allegations linked to a Police Officer or Police Staff complainer type, by Allegation Type (01/04/14 - 31/03/23)*

| **Allegation Type Description** | **Number of Allegations** |
| --- | --- |
| Assault | 9 |
| Corrupt Practice | 3 |
| Crimes of Dishonesty | 1 |
| Crimes of Indecency | 2 |
| Crimes of Violence | 1 |
| Discriminatory Behaviour | 20 |
| Excessive Force | 6 |
| Incivility | 53 |
| Irregularity in Procedure | 369 |
| Miscellaneous Offences | 2 |
| Neglect of Duty | 45 |
| Offences involving Motor Vehicles | 1 |
| Oppressive Conduct/Harassment | 24 |
| Other | 4 |
| Other - Criminal | 76 |
| Other - Non Criminal | 37 |
| Policy/Procedure | 52 |
| Service Delivery | 36 |
| Service Outcome | 61 |
| Traffic Irregularity/Offence | 5 |
| Unlawful/Unnecessary Arrest or Detention | 14 |
| Total | 821 |

*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](mailto:foi@scotland.police.uk) 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](mailto:enquiries@itspublicknowledge.info) 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.