| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-0431  Responded to: 27th February 2023 |
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Your recent request for information is replicated below, together with our response.

## How many complaints have you received of your police forces handling of a missing person report, in the last 5 years? [2017/18 - 2021-22] If you cannot answer for the last 5 years, please answer for the last 3 years.

## Please break this down for each of the following financial years by ethnicity of missing person: White / Black, Black British, Caribbean or African / Asian or Asian British / Mixed or multiple ethnic groups / Other ethnic group

## In relation to Q1, please can you provide a breakdown for the nature of the complaint for the period 2017-2022? a) Incivility / b) Failure to investigate / c) Breach of policy / d) Lack of supervision / e) Other

## From the number of complaints in Q1, how many Police employees were given misconduct notices in the last 5 years? [2017/18 - 2021/22] If you cannot answer for the last 5 years, please answer for the last 3 years.

## If possible, please break this down in relation to the missing person's ethnicity again: White / Black, Black British, Caribbean or African / Asian or Asian British / Mixed or multiple ethnic groups / Other ethnic group

I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of section 16(4) of the Freedom of Information (Scotland) Act 2002 where section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

To explain, there are no markers or other searchable means on the Police Scotland Professional Standards database that would indicate that a complaint related to the handling of a missing persons case.

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.

We can provide data on any of the complaint categories listed at appendices G and H but you should note that they relate to the nature of the behaviour complained about and not the nature of any related police investigation.

Neither the 3 nor 5 year periods quoted in your request would be possible.

To illustrate, a total of 6,835 complaints were received in 2021 alone.

Taking all of the above into account, I’m afraid I see no means by which your request could be refined to bring it within the FOI cost limit.

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.