| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0105Responded to: 12 February 2024 |
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Your recent request for information is replicated below, together with our response.

**When did the service delivery cease to operate in Aberdeen, it would be reported and recorded, as I was forced to use it very recently indeed regarding the sexual assault on my wife committed by a police officer, and to date has not been ignored.**

As previously advised, ‘service delivery’ was not a department within Police Scotland.

There was, at one time, an Aberdeen Service Delivery email address.

This was used for a variety of purposes, including corresponding with individuals who had made complaints against the police in the Aberdeen area.

The mailbox is no longer in use.

In 2021, Police Scotland changed their complaint handling model as prior to this date, all non-criminal complaints about the police were managed and investigated by Local Policing Divisions.

Some divisions chose to dedicate specific officers and provided dedicated mailboxes. Following the implementation of the new model, PSD now manages and investigates all complaints.

Although a national department, PSD has offices and staff across Scotland including Aberdeen.

Complaints can be made via our [online complaint form](https://www.scotland.police.uk/about-us/how-we-do-it/complaints/) or by telephoning 101.

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.