| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1333  Responded to: xx May 2024 |
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Your recent request for information is replicated below, together with our response.

## How many Complaints About the Police were recorded by Police Scotland between the dates 17/11/2023 and 15/05/2024 (inclusive).

The Police Scotland [Complaints About the Police Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx) provides the definition of a ‘complaint’ (CAP) and outlines how we deal with complaints which you may find helpful.

## On that basis, I can advise you that as at 21/05/2024, there were 3010 complaints recorded in the specified period.

## 2.  How many Complaints About the Police recorded by Police Scotland since 01/11/2023 have not been allocated for investigation to an Investigating Officer for a period of 6 calendar months or more.

It may be helpful to provide some information on the Complaints process within the Professional Standards Department (PSD).

All correspondence received by the PSD is subject of triage, with Complaints About the Police (CAPs) reviewed by the National Complaints Assessment and Resolution Unit (NCARU).

Complaints can be made about the on-duty actions of individuals who work for the police, including serving officers and members of police staff, or about the quality of service received from the organisation.

Complaints can be resolved without investigation by the NCARU by way of an explanation, apology or assurance that a certain action will be taken.

If the complaint cannot be resolved by this means, it will be assessed 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, herein referred to as ‘non-criminal’, 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 and complexity 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 non-criminal 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 local policing divisions as well as other business areas within Police Scotland have been identified to support this work.

This is subject to continual monitoring via a governance structure reporting directly to the Assistant Chief Constable Professionalism and Assurance, with any learning identified supporting the complaint handling process.

Overseen by a Superintendent within PSD, there are robust processes and governance in place to ensure all matters 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 are treated seriously, and they will be thoroughly and fully considered.

## I can advise you that as at 21/05/2024, 844 complaints from 01/11/2023 have not been allocated for investigation to an Investigating Officer for a period of 6 calendar months or more. These complaints have been assessed as ‘non criminal’.

## The figure for those assessed as ‘criminal’ complaints is zero.

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.