| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2755  Responded to: 15th November 2023 |
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Your recent request for information is replicated below, together with our response.

## Having recently alerted police Scotland to my address being used for fraud. I was informed that police Scotland do not investigate "civil matters"

## Please can you tell me who I am supposed to report fraud to if we have no action fraud in Scotland and your police officers say they dont investigate fraud.

The process for reporting a crime to Police Scotland is available on our website:-

[Contact Police Scotland - Police Scotland](https://www.scotland.police.uk/contact-us/)

You may also be interested in Police Scotland’s Fraud and Economic Crime Standard Operating Procedure (SOP):-

[Fraud and Economic Crime SOP](https://www.scotland.police.uk/spa-media/elypa35o/fraud-and-economic-crime-sop.pdf)

If the matter is not a crime then you may wish to consider seeking legal advice or contacting your local citizens advice bureau etc.

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.