| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1650  Responded to: xx July 2024 |
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Your recent request for information is replicated below, together with our response.

## The number of complaints made against police officers in Shetland over the last five years including 2024. Please break this down by year.

To provide some context to our response, you may find the following information useful.

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’ and outlines how we deal with complaints which you may find helpful.

Data has been provided below which details the number of complaints received in the latest five financial years involving allegations against Police officers in the Shetland Islands.

Please note that, as per the specifics of your request, complaints which are not linked to a Police officer are excluded. Therefore, complaints which relate to Police staff are excluded (unless also linked to a Police officer), as are complaints which purely relate to Quality of Service matters (which are linked to the organisation, rather than any subject officer).

*Table 1: Complaint cases received involving allegations linked to Police officers in the Shetland Islands, by financial year 1*

| **Category** | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| --- | --- | --- | --- | --- | --- |
| Number of complaints | 7 | 14 | 20 | 18 | 8 |

1. Data is based on the case received date.

2. Data is correct as at 05/07/2024.

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.