| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-0225Responded to: 25 January 2023 |
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Your recent request for information is replicated below, together with our response.

## I recently made a complaint to police scotland […] As a result of this complaint I received a telephone call from a member of PSD and this conversation was recordedCan I request the number of telephone conversations between PSD staff and complainers that have been recorded in the past 12 months by police scotland during the FLR process

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.

Whilst call recording technology is increasingly used by Police Scotland as part of the complaint handling process, there is no data collated on the extent of its use.

To research your request, it would be necessary to review the records associated with every complaint file open over the course of the last 12 months to establish whether there was a note of a call having been recorded and/ or a call recording saved in the file.

That alone, given the volume of complaints received annually, is estimated to be an exercise that would far exceed the £600 limit.

It is also noted however that it may even be necessary to listen to any call recordings located to establish at what part in the process (ie FLR or otherwise) the recording took place.

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.