| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1370  Responded to: 14th June 2023 |
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Your recent request for information is replicated below, together with our response.

## 1. Police Scotland policy for dealing with correspondence (in this case postal mail) from members of the public, including timescales for response.

## 2. Police Scotland policy for which of those items of correspondence can be ignored - or does it have to be acknowledged that the correspondence will not be taken forward?

## 3. Which level of officer has the authority to order that correspondence be ignored?

## 4. Police Scotland procedure for failure to adhere to above policies.

In response to your request, I must advise you that Police Scotland does not hold policy documents which specifically relate to the above.

As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland.

Depending on the nature of the mail, there may be statutory periods for a response, for example, FOI requests and Subject Access Requests, however there is no force level policy regarding the handling of postal mail more generally.

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.