| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0104  Responded to: 20 February 2024 |
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Your request for information is replicated below, together with our response.

Please accept our apologies for the delay in responding.

**How many complaints are currently awaiting allocation?**

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) outlines how Police Scotland deals with complaints.

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

All correspondence received by the Professional Standards Department (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 over the ‘phone, by ways 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 an ‘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 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 the Professionalism and Assurance portfolio 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.

As at 2 February 2024 there were zero criminal complaints awaiting allocation.

As at 30 January 2024 there were 919 non-criminal complaints awaiting allocation.

**How many investigators do you have working these complaints?**

Within PSD as at the date of this response, 17 investigators are working on criminal complaints and 32 on non-criminal complaints (there are a further 7 investigators providing support to non-criminal complaints on a temporary basis).

**What is the average caseload per investigator?**

The current average caseload per investigator is 16 for criminal complaints (as at 2 February 2024), 15 for non-criminal complaints (as at 30 January 2024).

**What is the average timescale to allocate an investigation?   
What’s the average timescale to deal with an investigation?**

The information sought in these questions is not held and section 17 of the Act therefore applies.

To be of assistance, I can advise you that the aim for Police Scotland is to respond to complaints requiring investigation within 56 days of receipt, as set out in PIRC Statutory Guidance.

Compliance against that target is monitored and reported on via our Professional Standards Quarterly Reports - which can be accessed via the link in the following question.

**What’s the percentage of cases upheld?**

The information sought is publicly available - please refer to the Professional Standards Reports:

[Publication Library | Scottish Police Authority (spa.police.uk)](https://www.spa.police.uk/publication-library/?committee=Complaints+and+Conduct+Committee)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.

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.