| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-2522Responded to: xx November 2024 |
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Your recent request for information is replicated below, together with our response.

You may find 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) helpful as it outlines how we deal with complaints relating to officers and members of police staff.

**1. In total, how many complaints have been allocated to an officer between 01/02/2024 and 02/10/2024?**

It may be helpful to provide some context in our response.

All correspondence received by the Professional Standards Department (PSD) is subject of triage, with complaints about the police reviewed initially by the National Complaint Assessment and Resolution Unit (NCARU).  At this stage, where the complaint is not of a criminal nature, herein referred to as ‘*non-criminal*’, these complaints can be resolved through ‘Front-Line Resolution (FLR)’ and can also be ‘Abandoned’ or ‘Withdrawn’.  These disposals are referenced within the CAP SOP linked above.

If NCARU are unable to resolve the *non-criminal* complaint, it will be allocated to an Investigative Officer (IO) from one of our Investigation departments.  Of note, these complaints can still be Front-Line Resolved, Abandoned or Withdrawn following further contact by an IO.

For the purpose of your request relating to those complaints which have been ‘allocated to an officer’, our response relating to *non-criminal* complaints excludes those which have been resolved through ‘Front-Line Resolution’, ‘Abandoned’ or ‘Withdrawn’.

All *criminal* complaints are allocated to an officer immediately to adhere to strict reporting timescales to the Criminal Allegations Against the Police Division (CAAPD) of the Crown Office Procurator Fiscal Service (COPFS).

On that basis, I can confirm between 01/02/2024 and 02/10/2024 313 *criminal* complaints were both received and allocated to an Investigative Officer.

Unlike *criminal* complaints, *non-criminal* complaints are not immediately allocated to an officer. Each *non-criminal* complaint is, however, further assessed with appropriate measures put in place to allocate the investigation, considering, risk, complexity, and volume of complaints.

There is a variety of means in which a *non-criminal* complaint is allocated and to identify the date of allocation, each file would need to be manually reviewed. As such, and in terms of section 16(4) of the Act where section 12(1) (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

The current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

**2. How many new complaints received after 01/02/2024 have been allocated to an officer?**

Due to our recording processes, we are only able to provide data based on when the complaint was *recorded* as opposed to the date when the complaint was *received*.  As such, I can confirm that based on a snapshot as at 21 October 2024, 313 *criminal* complaints recorded after 01/02/2024 have been allocated to an officer.

With reference to our response to Q1, we are refusing to provide this data in relation to *non-criminal* complaints in terms of section 16(4) of the Act where section 12(1) (Excessive Cost of Compliance).

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.