| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2098  Responded to: 8th September 2023 |
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Your recent request for information is replicated below, together with our response.

## Over the past 12 months, how many complaints has Police Scotland received pertaining to violence perpetrated against bus drivers by passengers or members of the public?

In response to this question, 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.

By way of explanation, ‘occupation’ of an individual is not a mandatory field on Police Scotland’s crime recording systems and may only be recorded where relevant. Our crime and incident recording systems also have no facility whereby the occupation of the victim can be easily extracted or searched upon.

The only way to provide an accurate response to your request would be to individually examine all relevant crimes and incidents for the time period requested to establish the Victim’s details.

As illustrated by our [published statistics](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/), this would involve case by case assessment of thousands of reports - an exercise which I estimate would far exceed the cost limit set out in the Fees Regulations.

## Does Police Scotland have any advice/ guidance relating to the protection of bus drivers working in the course of their employment in the community?

Police Scotland does not hold guidance etc. which specifically relates to the protection of bus drivers working in the course of their employment in the community.

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.

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.