| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1982  Responded to: 23 August 2024 |
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Your recent request for information is replicated below, together with our response.

**Additionally, I would like to submit a Freedom of Information (FOI) request to gain a better understanding of the broader context. Specifically, I request the following information:**

**1.The total number of complaints related to Police Scotland that have been received by the Scottish Police Authority in the last 12 months.**

**2.The number of complaints currently being processed or investigated by the Scottish Police Authority.**

**3.The average time taken to address and resolve complaints similar to mine.**

**4.Any internal communications or documents related to the decision not to process my complaint through the Scottish Police Authority’s complaints procedure.**

The information sought is not held by Police Scotland and section 17 of the Act therefore applies. Please note, this information is not held by Police Scotland and as such, your request would be better answered by Scottish Police Authority:

[Freedom of Information | Scottish Police Authority (spa.police.uk)](https://www.spa.police.uk/what-we-do/public-body-duties/access-to-information/freedom-of-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.