| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-2140Responded to: 03 September 2024 |
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Your recent request for information is replicated below, together with our response.

## I would like to submit a Freedom of Information request for the Professional Standards Policy Document which they must adhere to in relation to investigating on duty complaints of Police Officers which would include time scales enquiries must be completed and time scale requirements of informing an officer of the specifics of the complaint?

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 we deal with complaints relating to officers and members of police staff.

Regarding time scale requirements, the information sought is not held by Police Scotland and section 17 of the Act therefore applies.

To explain, there is no specified timescale to inform a subject officer of the specifics of a complaint, however we aim to do this as soon as reasonably practicable.

This can vary depending on the nature of the complaint.

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.