| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0294  Responded to: 28 February 2025 |
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Your recent request for information is replicated below, together with our response. Please accept my apologies for the delay in responding.

## How many complaints (total) were made against Police Scotland Officers in the years 2022,2023 and 2024.

The information sought is 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.”

This data is available on the Scottish Police Authority webpage: <https://www.spa.police.uk/spa-media/i5kp3c2e/item-3-q4-2023-24-spa-ccc-report-v1-4.pdf>

## Of those complaints made, what percentage were allocated for enquiry within the timescale laid down in the performance framework?

## What was the minimum time in days taken to allocate such enquiries and what was the maximum number of days taken to allocate these enquiries?

These two questions have been answered as a collective.  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‘non-criminal’, these complaints can be resolved through ‘Front-Line Resolution (FLR)’ and can also be ‘Abandoned’ or ‘Withdrawn’.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 [Complaints About Police SOP](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx).

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  Of note, these complaints can potentially be Front-Line Resolved, Abandoned or Withdrawn following further contact by an IO depending upon the circumstances.

For the purpose of your request, criminal complaints are allocated on being received by the department.  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.

## Of those allocated and investigated, what percentage were completed (brought to a sound conclusion/completion of enquiry) within the appropriate timescale as laid down within the framework?

The information sought is 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.”

Figures detailing Police Scotland’s performance in relation to complaint handling timescales is routinely reported into the SPA Complaints and Conduct Committee. Those refer to non-criminal complaint investigations and are calculated based on the difference between the complaint received date and case closed date. Routinely reported are the figures for the financial year-to-date (YTD), the previous financial year-to-date (PYTD) and the five-year average.

This data is available on page 10 of the SPA Complaints and Conduct Committee report on the Scottish Police Authority webpage: <https://www.spa.police.uk/spa-media/i5kp3c2e/item-3-q4-2023-24-spa-ccc-report-v1-4.pdf>

## If there are recorded delays in allocating these complaints for enquiries, what is the most common reason for this delay?

As documented previously, all criminal complaints are allocated on being received by the department.  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.

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](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) 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.