| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2473  Responded to: 10 September 2025 |
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Your recent request for information is replicated below, together with our response.

**1. Between the 1st of January 2025 and 10th of January 2025. How many complaints were submitted to the Police Scotland Professional Standards Department?**

During the time frame specified, 118 complaints were submitted to the Police Scotland Professional Standards Department.

**2. Of this number; how many complaints have yet to be assigned to an investigating officer?**

Of the 118 complaints received, 11 are yet to be assigned to an investigating officer. **3. What is the standard wait time for an investigating officer to make contact with the complainer?**Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

By way of explanation, the date of initial contact between an investigating officer and the individual who raised the complaint is not systematically recorded on the Professional Standards database.

This information would be recorded within the complaint handling forms. To obtain this information would require a manual review of all paperwork associated with each complaint. As such, this is an exercise which would exceed the cost limit set out in the Fees Regulations.

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.