| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-0891Responded to: 20 March 2025 |
| --- | --- |

Your recent request for information is replicated below, together with our response.

**Between 1 January 2024 and 30 June 2024, what was the minimum time in days taken to allocate a non-criminal complaint to an enquiry officer that was not resolved by Front Line Resolution?**

**Between 1 January 2024 and 30 June 2024, what was the maximum time in days taken to allocate a non-criminal complaint to an enquiry officer that was not resolved by Front Line Resolution?**

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, 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‘non-criminal’, these complaints can be resolved through ‘Front-Line Resolution (FLR)’ and can also be ‘Abandoned’ or ‘Withdrawn’.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  Of note, these complaints can potentially be Front-Line Resolved, Abandoned or Withdrawn following further contact by an IO depending upon the circumstances.

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, 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 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 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.