

**Equality Impact Assessment
Summary of Results**

Policy / Procedure Being Summarised:	
Unacceptable or Persistent or Unreasonable Complainers SOP	
Owning Department:	Date EIA Completed:
Professional Standards	25/11/15

Note: This form should be completed in accordance with the [Equality Impact Assessment SOP](#) and the [How to Complete EIA Form - Guidance](#).

What are the Purpose and the Intended Outcomes of the Policy / Procedure under Assessment?
<p>Purpose-This Standard Operating Procedure (SOP) provides guidance to staff when dealing with unreasonable or persistent complainers.</p> <p>This document has been adapted from guidance provided to public service providers by the Scottish Public Services Ombudsman (SPSO) and articulates the Police Service of Scotland (PSoS) approach to the rare instances where persons who complain about the police do so in such circumstances that their actions or behaviour do not justify expending further resources or are otherwise unreasonable.</p> <p>Outcomes-To deal and respond fairly, honestly, consistently and appropriately with all complainers, including those whose actions PSoS consider unacceptable. All complainers have the right to be heard, understood and respected. All complainers should receive an appropriate response in line with our obligations to comply with Article 10 of the European Convention on Human Rights (ECHR) - freedom of expression.</p>

Part A: Summary of Analysis / Decisions:

What the Assessment Found and Actions Already Taken:
<p>Potential impacts on the following protected characteristics;</p> <p>Age:If complainer has mental health issues- adult protection.</p> <p>Staff are trained to utilise the Appropriate Adult Scheme, when recording complaints and make use of the vulnerable adult IRD process by referring persons to the Public Protection Units where appropriate.</p> <p>Disability:Where a relevant person suffers from a level of visual/hearing impairment or learning challenge, they may require additional information to be presented in a different format e.g. Braille.</p>

Also as above re Age.

Race: Where a relevant person's first language is not English there understanding of the processes maybe affected. Officers are aware of the need to utilise the services of an interpreter or translator as directed in the Interpreting and Translating SOP.

Consultation was undertaken and the results of which indicated that there were no issues in relation to this SOP as Police Scotland had the mechanisms in place to ensure no disadvantage due to membership of a protected group.

Part B: Summary of Implementation / Monitoring:

What Else we Plan to do and How we Intend to Check that it's Been Done:

Owning Department will monitor changes in legislation/circumstances and assess how these changes may impact on the protected groups.

In addition they will be responsible for the cyclical review of both the SOP and EIA.