| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0420Responded to: 16 February 2024 |
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Your recent request for information is replicated below, together with our response.

## Please provide the following information, from 2015 to the present day. Please provide monthly data on:

## Number of complaints from domestic abuse victims regarding your force’s handling of their case.

## Please provide this as a raw number and percentage of cases.

## The outcome of the above complaints. If this is categorised, please outline what these categories are and how many cases fell into each category.

## Which category each complainant falls into under the IOPC’s guidance which lays out the three following categories:

## claims to be the person in relation to whom the conduct took place

## claims to have been adversely affected by the conduct

## claims to have witnessed the conduct

## (is acting on behalf of someone who satisfies one of the above three criteria)

**For the second and third bullet points, please provide this as a raw number.**

**If you apply any further categories to your records regarding complaints, please also include this information.**

For information, the remit of the IOPC does not extend to Scotland.

In response to your request, I can advise you that 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.

To explain, there are no specific means to identify whether a complainer has been a victim of domestic abuse through the Professional Standards database and as such individual case files would require manual review to establish the circumstances which would cost well in excess of the current FOI threshold.

You may be interested in the [Complaints About the Police Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx) which outlines how we deal with complaints and in relation to the formal disciplinary process for Police Officers, [the Police Service of Scotland (Conduct) Regulations 2014](https://www.legislation.gov.uk/ssi/2014/68/contents/made). The associated [Scottish Government Guidance Document](https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2018/04/conduct-and-performance-procedures-police-guidance/documents/police-guidance-conduct-procedures/police-guidance-conduct-procedures/govscot%3Adocument/Police%2BService%2Bof%2BScotland%2B%2528conduct%2529%2Bregulations%2B2014.pdf) provides further information on the process and allegations are categorised in line with our [Standards of Professional Behaviour](https://www.scotland.police.uk/about-us/who-we-are/our-standards-of-professional-behaviour/).

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.