| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2762  Responded to: 11 January 2024 |
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Your recent request for information is replicated below, together with our response.

Please accept our apologies for the delay in responding.

**May I ask when did Aberdeen city ser complaints Department close, what I mean by close is , when did they stop addressing complaints sent by e mail . As my e mails are now returned as undeliverable. 101 operators have never heard of the Aberdeen city ser department .**

Professional Standards Department (PSD) is part of our Corporate Services division under the [portfolio](https://www.scotland.police.uk/about-us/who-we-are/executive-team/chief-constable/deputy-chief-constable-designate/t-deputy-chief-constable-professionalism-strategy-and-engagement/) of T/DCC Alan Speirs.

Whilst PSD have officers and staff based all across Scotland, including Aberdeen, there is/ was no ‘Aberdeen city ser complaints’ department and section 17 of the Act therefore applies as the information sought is not held by Police Scotland.

To be of assistance, I can advise that there was, at one time, an Aberdeen Service Delivery email address.

This was used for a variety of purposes, including corresponding with individuals who had made complaints against the police in the Aberdeen area.

The mailbox is no longer in use.

In 2021, Police Scotland changed their complaint handling model as prior to this date, all non-criminal complaints about the police were managed and investigated by Local Policing Divisions.

Some divisions chose to dedicate specific officers and provided dedicated mailboxes. Following the implementation of the new model, PSD now manages and investigates all complaints.

Although a national department, PSD has offices and staff across Scotland including Aberdeen.

Complaints can be made via our [online complaint form](https://www.scotland.police.uk/about-us/how-we-do-it/complaints/) or by telephoning 101.

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](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) 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.