| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2386  Responded to: 06 October 2023 |
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Your recent request for information is replicated below, together with our response.

**As a member of the public and concerned Scottish native whom is worried about the force and its actions here in Aberdeen then I would like an update on the huge complaints backlog that means psd north are not responding to complaints within the correct lawful timescales.**

**Last update I had earlier this year showed a 6 months backlog and record compensation payouts along with loss of assets like 50 odd radio sets and Samsung galaxy note 9 mobile phones and laptops etc.**

**I myself am awaiting responses to several complaints and pirc have informed me that the backlog is so big I may have to wait a long time along with many others.**

**Please tell your public that police scotland aim to serve honestly the extent of this backlog and record compensation payouts figures to date for scotlands force this year.**

**It's no secret that there's record statistics and they are on an increasing tangent and its no secret that Aberdeen has double the amount of complaints as Edinburgh.**

**Please reply with honesty and uphold public trust.**

**And if not then I don't care for flowery rhetoric to rebuff my request ok.**

**I simply ask for the latest statistics regarding the mess here in Scotland as a very concerned native and citizen.**

The Police Scotland [Complaints About the Police Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx) outlines how we deal with complaints.

The measure for assessing the turn-around-times for complaints against the police is set out in the [PIRC Statutory Guidance](https://pirc.scot/media/5465/pirc-statutory-guidance-october-22.pdf) at 56 days.

The table below details the number of live complaints for North East Division, which covers the Aberdeen area, on the Professional Standards Department database as at 18/09/2023.

Of note, the data is calculated on the difference between the case received date and 18/09/2023, minus any time spent at the Crown Office Procurator Fiscal Service (COPFS) where applicable.

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| **Timescale Category** | **Number of Complaints** |
| Within timescale (0 to 56 days) | 12 |
| Outwith timescale (over 56 days) | 163 |
| Grand Total | 175 |

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.