

Our Ref: IM-FOI-2022-2683
Date: 30 December 2022



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

I am requesting a freedom of information request regarding complaints made to Police Scotlands Professional Standards Department (PSD). My question is how many complaints were made to the PSD in the year 2021 and of these complaints how many were upheld.

The Police Scotland [Complaints About the Police Standard Operating Procedure \(SOP\)](#) outlines how we deal with complaints.

A total of 6,835 complaints were received between 1 January and 31 December 2021.

Please note that complaints themselves are not recorded as upheld or otherwise.

Rather, each allegation attached to a complaint can be upheld independently of any other allegation on that same complaint case.

Please also note that each complaint may involve multiple allegations, therefore the number of allegations may vary from the number of complaints.

Furthermore, complaints received may remain subject to live enquiry and therefore may not yet be concluded. Allegations can only be upheld when concluded.

A total of 12,712 allegations were attached to the complaints received in 2021.

Of those, 11,687 allegations have been concluded, 853 of which have been upheld.

Should you require any further assistance please contact Information Management quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to

OFFICIAL

foi@scotland.police.uk or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.