| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1507  Responded to: 24 June 2025 |
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Your recent request for information is replicated below, together with our response.

In relation Police Standards:

## Please confirm how many complaints were received by Police Standards in 2023 & 2024

I can confirm that 14,446 complaints were received between 01/01/2023 – 31/12/2024 inclusive.

Please note that this and subsequent data is accurate as at 16/06/2025

## How many of those complaints are still to be assessed?

There are zero complaints still to be assessed.

## How many of those complaints have still to be assigned an officer to deal with said complaints.

For the purpose of your request, criminal complaints are allocated upon being received by the department.  Unlike criminal complaints, non-criminal complaints are not immediately allocated to an officer.  Each non-criminal complaint is, however, further assessed with appropriate measures put in place to allocate the investigation, considering, risk, complexity, and volume of complaints.

Consequently, there are 520 complaints still to be assigned an officer.

How many were after being dealt with, referred to PIRC.

Complainers have 3 months from the date of the final letter being received to make an application to PIRC for a Complaint handling Review. I can confirm that 288 complaints were referred to the PIRC

What is the average time a complaint being received is allocated an officer to investigate?  
As detailed previously, criminal complaints are allocated on being received by the department.  Unlike criminal complaints, non-criminal complaints are not immediately allocated to an officer.  Each non-criminal complaint is, however, further assessed with appropriate measures put in place to allocate the investigation, considering, risk, complexity, and volume of complaints.

There is a variety of means in which a non-criminal complaint is allocated and to identify the date of allocation, each file would need to be manually reviewed. Given the numbers concerned, 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.

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.