| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1537  Responded to: 02 June 2025 |
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Your recent request for information is replicated below, together with our response.

## I want to have Chief Contable'email address.

## The local police Sgt and two PCs refused to take my Crime Report.

The information sought is held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that section 30(c) exemption applies.

**Section 30(c) - Prejudice to the effective conduct of public affairs.**

It is assessed that disclosure would serve to disrupt the well-established processes which members of the public are encouraged to use when contacting Police Scotland, thus prejudicing our ability to effectively manage such contact appropriately.

Whilst there is a public interest in better informing the public as to the internal mechanisms used within the force, this must be balanced with the need to ensure that the appropriate channels are used for contact and that internal mailboxes are not compromised in any way.

There is an established process to make a complaint about the service provided by the Police. Full details of this process can be found here: [Complaints - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/complaints/)

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](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) 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.