| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-2219  Responded to: xx September 2024 |
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Your recent request for information is replicated below, together with our response.

## Please provide me with the following information:

## Number of complaints currently being investigated by PSD East

As of 30 August 2024, PSD East are investigating 117 Complaints which includes 26 Criminal Investigations and 91 Non-Criminal Investigations.

## Number of complaints waiting to be investigated by PSD East

As of 30 August 2024, there are 348 Non- Criminal complaints awaiting allocation for investigation.  There are no Criminal complaints awaiting allocation.

## Average time to investigate and resolve a complaint

Information regarding compliance with the 56 day period can be found in our quarterly performance reports which are available online via the [Scottish Police Authority website](https://www.spa.police.uk/publication-library/?committee=Complaints+and+Conduct+Committee).

Reporting figures are based on the difference between the case received and the case closed date.

In relation to your request however it is clear that whilst the difference between those two dates can provide a baseline figure for reporting, there are cases where the period might include extended periods of time where the case was, for instance, abandoned by the complainer. For example, the difference between the two dates might be 12 months but the case was actually only live for two months etc..

In order to provide an accurate response to your request for an ‘average time’ all complaints would have to be individually assessed in the first instance and I regret to inform you that it would prove too costly to do so within the context of the fee regulations.

As such, and in terms of section 16(4) of the Act where section 12(1) (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

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.