| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-2041Responded to: 4th September 2023 |
| --- | --- |

## Your recent request for information is replicated below, together with our response.

## Under FOISA 2002 can you please provide Police Scotland's communications procedure, ie, for dealing with and responding to incoming letters, emails, etc from the public, including decisions on which correspondence is simply ignored, who decides and how, etc.

With regards to this request, it is my decision to reject this request under S14 (2) repeated or vexatious request, “Where a Scottish public authority has complied with a request from a person for information, it is not obliged to comply with a subsequent request from that person which is identical or substantially similar unless there has been a reasonable period of time between the making of the request complied with and the making of the subsequent request.”

In this instance, this request was previously answered on the 14th June 2023, reference IM-FOI-2023-1370.

This response can be viewed on the Disclosure Log on the Police Scotland website:-

[23-1370 - Policy/Procedure - Processing postal mail - Police Scotland](https://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log/disclosure-log-2023/june/23-1370-policy-procedure-processing-postal-mail/)

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 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 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.