| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-1062Responded to: 22 April 2025 |
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Your recent request for information is replicated below, together with our response.

## For non-criminal complaints received between 11 March 2024 and 24 March 2024, what was the minimum time in days taken to allocate a non-criminal complaint to an enquiry officer that was not resolved by Front Line Resolution?

## For non-criminal complaints received between 11 March 2024 and 24 March 2024, what was the maximum time in days taken to allocate a non-criminal complaint to an enquiry officer that was not resolved by Front Line Resolution?

In response to your request, and in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland.

There are no specific means to identify the date on which a non-criminal complaint investigation was formally allocated to an Investigating Officer on the Professional Standards database, Centurian.

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](https://www.foi.scot/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.