| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-0277Responded to: 07 February 2025 |
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Your recent request for information is replicated below, together with our response.

How many complaints against police Scotland were ignored by psd last year since January 2023
The information sought is not held by Police Scotland and section 17 of the Act therefore applies.

By way of explanation, complaints to the police are not ignored, all complaints are handled in accordance with our Complaints about the Police standard operating procedure. To be of assistance, please see the link below.

[Complaints About the Police SOP](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx)​

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.