| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0121  Responded to: 01 April 2025 |
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Your recent request for information is replicated below, together with our response.

## The annual volume of custody related complaints in the last 12 months (or recent 12-month period) that required an investigation.  If possible, split by the following

## Property related

## Defence related (i.e. lack of access to a solicitor, lack of provision of medication, etc.)

## Health & wellbeing related

## Other

## If you do not have the above split and have an existing report on the volume of custody complaints, please provide that.

It is interpreted that “custody related complaints” refers to allegations recorded against the Criminal Justice Services Division within the custody environment.

The allegation breakdown specified in your request is not one which is systematically recorded on the Professional Standards Department database.

Allegations are categorised and recorded on the database in accordance with the [Complaints About the Police Standard Operating Procedures](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx), as per Appendix D.

To assist data has been provided below on that basis.

A total of 123 complaint cases received 1 January to 31 December 2024 inclusive, which were graded as criminal complaints or non-criminal complaints, included allegations against Criminal Justice Services Division.  Please note that each complaint may involve multiple allegations, therefore the number of allegations may vary from the number of complaints.

Data provided is based on the case received date.

*Table 1: Allegations against Criminal Justice Services Division attached to complaints received 01/01/2024 – 31/12/2024 inclusive, by allegation type*

|  |  |
| --- | --- |
| **Allegation Type** | **Number of allegations** |
| Assault | 16 |
| Excessive Force | 10 |
| Incivility | 13 |
| Irregularity in Procedure | 185 |
| Oppressive Conduct/Harassment | 2 |
| Other - Criminal | 3 |
| Policy/Procedure | 12 |
| Service Delivery | 3 |
| Service Outcome | 1 |
| Unlawful/Unnecessary Arrest or Detention | 1 |
| **Grand Total** | **246** |

Any allegations against Criminal Justice Services Division attached to these complaints which were abandoned, withdrawn or frontline resolved (FLR) were excluded from the figures provided, as those particular allegations would not be subject to an investigation.

A further breakdown of the allegations categorised in the table above as ‘Irregularity in Procedure’ has been provided in the table below, broken down by allegation sub type.

*Table 2: Irregularity in Procedure allegations against Criminal Justice Services Division attached to complaints received 01/01/2024 – 31/12/2024 inclusive, by allegation sub type*

| **Allegation Sub Type** | **Number of allegations** |
| --- | --- |
| Custody Procedures/Care of Prisoners | 155 |
| Inaccurate information placed on police systems | 3 |
| Insufficient Enquiry carried out | 4 |
| Interview Procedures | 2 |
| Officer did not provide name or shoulder number | 1 |
| Other | 12 |
| Productions/Lost & Found Property | 4 |
| Provide insufficient explanation regarding police procedures | 1 |
| Provide insufficient updates to the complainer | 2 |
| Search procedures - persons or property | 1 |
| **Grand Total** | **185** |

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.