| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-2004  Responded to: 19 September 2024 |
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Your recent request for information is replicated below, together with our response.

To provide some context to our response, you may find the following information useful.

The Police Scotland [Complaints About the Police (CAP) Standard Operating Procedure (SOP)](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx) outlines how we deal with complaints relating to officers and members of police staff.

1. **The total number of complaints made to Police Scotland from 7th November 2023 to the present date.**

We have provided data based on the date of your request.

A total of 5,576 complaints were received between 07/11/2023 – 20/08/2024 inclusive.

1. **Of the complaints mentioned in point 1, how many have been investigated and completed?**

Of note, not all complaints received are subject to a formal investigation.

All correspondence received by the Professional Standards Department (PSD) is subject of triage, with complaints about the police reviewed initially by the National Complaint Assessment and Resolution Unit (NCARU).  At this stage, the complaints can be resolved through ‘Front-Line Resolution (FLR)’ and can also be ‘Abandoned’ and ‘Withdrawn’. These disposals are referenced within the CAP SOP linked above.

If NCARU are unable to resolve the complaint, it will be allocated to an Investigative Officer (IO) from one of our Investigation departments. Of note, these complaints can still be Front-Line Resolved, Abandoned or Withdrawn following further contact by an IO. For the purpose of your request relating to those complaints which have been *investigated and completed*, 335 complaints were concluded as at 11/09/2024. This figure is based on a snapshot, which is correct as at this date when data was supplied by the owning business area - and includes both Criminal and Non-criminal complaints.

1. **Of the complaints mentioned in point 1, how many are yet to be assigned to an investigator?**

As at 12/09/2024 - when data was supplied by the owning business area - 906 complaintsrecorded between 07/11/2023 **-** 20/08/24have yet to be assigned to an investigator.

1. **The total number of complaints made to Police Scotland in the year 2023that have not yet been assigned to an investigator.**

As at 12/09/2024 - when data was supplied by the owning business area - 261 complaints recorded in 2023 have not yet been assigned to an investigator.

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.