| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0890  Responded to: 15 April 2025 |
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Your recent request for information is replicated below, together with our response.

## Between 1 January 2024 and 30 June 2024, what percentage of non-criminal complaints that were not resolved by Front Line Resolution were allocated to an enquiry officer within 3 days.

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, where the complaint is not of a criminal nature, herein referred to as ‘non-criminal’, these complaints can be resolved through ‘Front-Line Resolution (FLR)’ and can also be ‘Abandoned’ or ‘Withdrawn’.  These disposals are referenced within the [Complaints About Police SOP](https://www.scotland.police.uk/spa-media/lgyddvsi/complaints-about-the-police-sop.docx).

If NCARU are unable to resolve the non-criminal complaint, it will be allocated to an Investigative Officer (IO) from one of our Investigation departments.  Of note, these complaints can potentially be Front-Line Resolved, Abandoned or Withdrawn following further contact by an IO depending upon the circumstances.

Unlike criminal complaints, non-criminal complaints are not immediately allocated to an officer.  Each non-criminal complaint is, however, further assessed with appropriate measures put in place to allocate the investigation, considering, risk, complexity, and volume of complaints.

There is a variety of means in which a non-criminal complaint is allocated and to identify the date of allocation, each file would need to be manually reviewed.  As such, and in terms of section 16(4) of the Act where section 12(1) (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

To explain, for a six month period there would be approximately 1,000 non-criminal Complaints About the Police not resolved through Frontline Resolution. If it took 10 minutes to individually look through each file then this would take 166 hours and cost £2,500. The current cost threshold is £600 and I therefore would cost well in excess of this amount to process your request.

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.