| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2146  Responded to: 8th September 2023 |
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Your recent request for information is replicated below, together with our response.

**May I ask how many complaints have been lodged and recorded via Aberdeen city service delivery.**

**In the year 2021 January First to December 31   
In the year 2022, January First to December 31**

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process this part of your request.

I am therefore refusing to provide the information sought in terms of section 16(4) of the Act, as section 12(1) - Excessive Cost of Compliance - applies.

To explain, ‘complaints’ has been interpreted as complaints against the police as defined by section 34(2) of the Police, Public Order and Criminal Justice (Scotland) Act 2006.

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

There is no searchable field etc within the Professional Standards Department database that would indicate which part of the force received the initial correspondence that was deemed to be a Complaint Against the Police.

That means that all complaint files, of which there are thousands for the period outlined in your request, would have to be individually assessed for relevance.

If you are interested in data regarding complaints *about* officers and/ or staff in our North East (Aberdeen, Aberdeenshire and Moray) division, please submit a new 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](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.