

# COMPLAINT ALLEGATIONS QUALITY OF SERVICE – RECEIVED



Total number of quality of service allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
	Change in Definition								
2007/08	55	79	51	131	175	22	227	64	804
2008/09	82	93	71	235	135	16	216	73	921

Total number of quality of service - policy and procedure - allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
Change in Definition									
2007/08	13	41	9	60	38	5	49	10	225
2008/09	21	45	16	104	49	5	54	23	317

Total number of quality of service - service delivery - allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
	Change in Definition								
2007/08	37	24	29	45	55	12	139	50	391
2008/09	58	34	26	79	30	8	129	34	398

Total number of quality of service - service outcome - allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
	Change in Definition								
2007/08	5	14	13	26	82	5	39	4	188
2008/09	3	14	29	52	56	3	33	16	206