

# COMPLAINT ALLEGATIONS NUMBER OF COMPLAINTS THAT WERE RESOLVED



Total number of complaint allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	2	0	6	26	34	1	40	6	115
1997/98	4	0	6	39	47	1	24	6	127
1998/99	3	0	10	116	67	0	11	5	212
1999/00	5	0	1	97	87	0	8	3	201
2000/01	0	0	1	17	67	0	8	5	98
2001/02	30	1	49	24	408	13	335	140	1000
2002/03	28	10	57	135	395	25	342	140	1132
2003/04	55	27	60	58	361	23	440	175	1199
2004/05	37	32	64	48	385	70	362	125	1123
2005/06	56	15	53	48	356	82	303	157	1070
2006/07	58	34	51	125	312	84	194	239	1097
	Change in Definition								
2007/08	20	28	54	85	412	81	255	126	1061
2008/09	17	62	149	160	474	76	384	211	1533



Number of excessive force allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
	Excessive Force: definition introduced								
2007/08	0	0	0	3	14	4	21	2	44
2008/09	0	1	0	4	12	3	70	3	93

Number of Incivility allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	1	0	0	9	13	0	15	0	38
1997/98	2	0	2	0	8	0	0	1	13
1998/99	0	0	1	23	15	0	2	1	42
1999/00	0	0	0	26	13	0	1	0	40
2000/01	0	0	0	4	21	0	2	0	27
2000/02	6	0	9	5	108	3	137	14	282
2002/03	13	4	12	25	89	5	146	15	309
2003/04	16	10	10	15	74	9	154	33	321
2004/05	15	19	10	10	82	18	135	19	308
2005/06	26	9	3	16	80	25	101	26	286
2006/07	26	16	8	23	105	22	70	40	310
	Change in Definition								
2007/08	6	20	11	19	94	15	87	26	278
2008/09	4	26	33	25	72	13	92	44	309

Number of neglect of duty allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	2	0	5	0	4	1	12
1997/98	1	0	0	13	4	0	9	3	30
1998/99	1	0	1	34	12	0	0	3	51
1999/00	1	0	0	19	19	0	0	0	39
2000/01	0	0	0	4	8	0	3	0	15
2000/02	10	0	11	3	84	3	31	46	188
2002/03	3	2	17	15	82	14	32	25	190
2003/04	10	0	8	12	71	5	42	47	195
2004/05	5	4	3	12	79	14	29	45	191
2005/06	9	0	13	6	81	21	27	67	224
2006/07	7	2	11	40	36	20	15	107	238
	Change in Definition								
2007/08	2	1	8	16	40	14	28	26	135
2008/09	1	11	28	26	26	17	42	56	207

Number of irregular procedure allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	1	7	11	1	11	1	32
1997/98	1	0	0	8	26	0	6	0	41
1998/99	0	0	2	10	24	0	7	1	44
1999/00	0	0	0	9	40	0	4	0	53
2000/01	0	0	0	3	27	0	3	2	35
2000/02	4	0	14	2	176	1	109	32	338
2002/03	9	2	19	28	157	0	81	36	332
2003/04	8	4	28	11	158	2	110	10	331
2004/05	7	3	33	6	121	5	68	5	248
2005/06	11	2	17	10	60	16	56	7	179
2006/07	12	4	12	16	66	12	42	19	183
	Change in Definition								
2007/08	5	0	26	24	165	17	45	23	305
2008/09	7	14	61	49	253	15	104	44	547

Number of oppressive conduct or harrasment allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	1	0	3	10	3	0	7	4	28
1997/98	0	0	4	14	5	0	4	2	29
1998/99	2	0	3	35	14	0	1	0	55
1999/00	3	0	0	26	12	0	2	1	44
2000/01	0	0	0	5	5	0	0	1	11
2000/02	5	1	10	8	24	3	21	30	102
2002/03	0	1	3	8	51	6	33	47	149
2003/04	2	0	6	18	48	3	44	50	171
2004/05	2	1	8	18	90	9	45	36	209
2005/06	2	3	12	14	125	10	26	40	232
2006/07	4	9	16	38	94	17	24	30	232
	Change in Definition								
2007/08	2	5	8	11	78	23	25	19	171
2008/09	2	7	10	16	90	19	25	23	192

Number of traffic irregularity allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	0	0	0	0	0	0	0
1997/98	0	0	0	2	0	1	0	0	3
1998/99	0	0	0	5	1	0	0	0	6
1999/00	0	0	0	1	1	0	0	0	2
2000/01	0	0	0	0	0	0	0	0	0
2000/02	1	0	1	0	6	1	7	2	18
2002/03	0	0	2	4	7	0	8	2	23
2003/04	7	0	1	0	4	0	6	4	22
2004/05	3	1	2	2	7	1	2	0	18
2005/06	2	0	2	0	0	4	7	2	17
2006/07	2	1	0	4	7	2	4	12	32
	Change in Definition								
2007/08	2	2	0	3	11	2	1	6	27
2008/09	1	0	7	5	7	1	1	10	32

Number of unnecessary arrest allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	0	0	0	0	3	0	3
1997/98	0	0	0	0	1	0	3	0	4
1998/99	0	0	3	7	1	0	0	0	11
1999/00	1	0	0	4	1	0	0	0	6
2000/01	0	0	0	0	1	0	0	0	1
2000/02	1	0	3	3	2	0	14	8	31
2002/03	0	0	3	0	3	0	13	11	30
2003/04	0	0	4	2	0	0	30	14	50
2004/05	0	1	5	0	0	3	20	5	34
2005/06	0	0	1	2	0	0	17	10	30
2006/07	1	0	3	3	1	2	7	18	35
	Change in Definition								
2007/08	0	0	1	2	1	1	14	10	29
2008/09	0	0	4	3	1	2	17	8	35

Number of discriminatory behaviour allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	0	0	1	0	0	0	1
1997/98	0	0	0	0	1	0	0	0	1
1998/99	0	0	0	0	0	0	0	0	0
1999/00	0	0	0	1	1	0	0	0	2
2000/01	0	0	1	1	4	0	0	0	6
2000/02	0	0	0	1	3	0	1	0	5
2002/03	1	0	0	1	5	0	1	1	9
2003/04	0	0	0	0	4	0	5	2	11
2004/05	0	0	2	0	1	0	7	0	10
2005/06	0	0	0	0	0	0	3	1	4
2006/07	0	0	0	1	2	1	0	2	6
	Change in Definition								
2007/08	0	0	0	2	5	1	9	2	19
2008/09	0	0	2	4	10	1	5	4	26

Number of corrupt practice allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	0	0	0	0	0	0	0
1997/98	0	0	0	0	0	0	0	0	0
1998/99	0	0	0	0	0	0	0	0	0
1999/00	0	0	0	1	0	0	0	0	1
2000/01	0	0	0	0	0	0	0	0	0
2000/02	0	0	0	0	1	0	0	0	1
2002/03	0	1	0	1	1	0	0	0	3
2003/04	0	0	0	0	1	3	0	0	4
2004/05	0	0	0	0	2	2	0	0	4
2005/06	1	0	0	0	0	1	0	0	2
2006/07	2	0	0	0	0	0	0	2	4
	Change in Definition								
2007/08	0	0	0	0	0	1	0	0	1
2008/09	0	1	0	0	0	1	0	1	3

Number of other crime allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	0	0	0	0	0	0	0
1997/98	0	0	0	0	0	0	0	0	0
1998/99	0	0	0	0	0	0	1	0	1
1999/00	0	0	1	4	0	0	1	1	7
2000/01	0	0	0	0	0	0	0	1	1
2000/02	0	0	0	0	0	2	0	2	4
2002/03	0	0	0	0	0	0	0	0	0
2003/04	0	1	0	0	0	1	0	0	2
2004/05	0	0	0	0	1	3	0	6	10
2005/06	1	1	0	0	3	2	0	1	8
2006/07	0	1	0	0	0	3	1	2	7
	Change in Definition								
2007/08	0	0	0	0	0	0	0	2	2
2008/09	0	0	1	4	0	2	1	6	14

Number of other allegations that were resolved	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	0	0	0	0	1	0	0	0	1
1997/98	0	0	0	0	2	0	2	0	4
1998/99	0	0	0	1	0	0	0	0	1
1999/00	0	0	0	6	0	0	0	0	6
2000/01	0	0	0	0	1	0	0	0	1
2000/02	3	0	0	0	4	0	13	6	26
2002/03	2	0	1	53	0	0	28	1	85
2003/04	11	12	3	0	1	0	49	2	78
2004/05	3	3	0	0	1	12	56	3	78
2005/06	4	0	3	0	7	2	66	2	84
2006/07	4	1	1	0	1	5	31	7	50
	Change in Definition								
2007/08	3	0	0	5	4	2	25	7	46
2008/09	2	2	3	24	3	2	27	9	72