

COMPLAINT ALLEGATIONS QUALITY OF SERVICE – TIMESCALES



Total number of quality of service allegations disposed of in 40 days or less	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	42	35	32	60	71	15	125	42	422
2008/09	43	70	50	118	32	6	206	42	567

Total number of quality of service allegations disposed of in a period greater than 40 days	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	9	28	15	43	77	10	72	17	271
2008/09	32	17	16	30	71	9	48	20	243

Total number of quality of service - policy and procedure allegations disposed of in 40 days or less	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	6	16	6	29	19	4	28	7	115
2008/09	13	31	14	58	11	2	48	8	185

Total number of quality of service - policy and procedure allegations disposed of in a period greater than 40 days	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	6	17	3	17	13	3	15	1	75
2008/09	7	11	2	21	22	3	14	10	90

Total number of quality of service - service delivery allegations disposed of in 40 days or less	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	32	16	17	22	26	7	79	32	231
2008/09	28	28	21	35	10	1	129	22	274

Total number of quality of service - service delivery allegations disposed of in a period greater than 40 days	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	2	2	10	15	22	4	40	15	110
2008/09	24	4	4	2	16	6	27	9	92

Total number of quality of service - service outcome allegations disposed of in 40 days or less	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	4	3	9	9	26	4	18	3	76
2008/09	2	11	15	25	11	3	29	12	108

Total number of quality of service - service outcome allegations disposed of in a period greater than 40 days	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	1	9	2	11	42	3	17	1	86
2008/09	1	2	10	7	33	0	7	1	61