

# COMPLAINT ALLEGATIONS QUALITY OF SERVICE – DISPOSED OF



Total number of quality of service allegations disposed of	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	51	63	47	103	148	25	197	59	693
2008/09	75	87	66	166	103	15	254	62	828

Total number of quality of service allegations - policy and procedure disposed of	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	12	33	9	46	32	7	43	8	190
2008/09	20	42	16	79	33	5	62	18	275

Total number of quality of service allegations - service delivery disposed of	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	34	18	27	37	48	11	119	47	341
2008/09	52	32	25	55	26	7	156	31	384

Total number of quality of service allegations - service outcome disposed of	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	12	11	20	68	7	35	4	162
2008/09	3	13	25	32	44	3	36	13	169