



Complaint Cases recorded - **264**

Complaint Allegations - received - **398**

Complaint Allegations - disposed of - **380**



Key:

Increasing

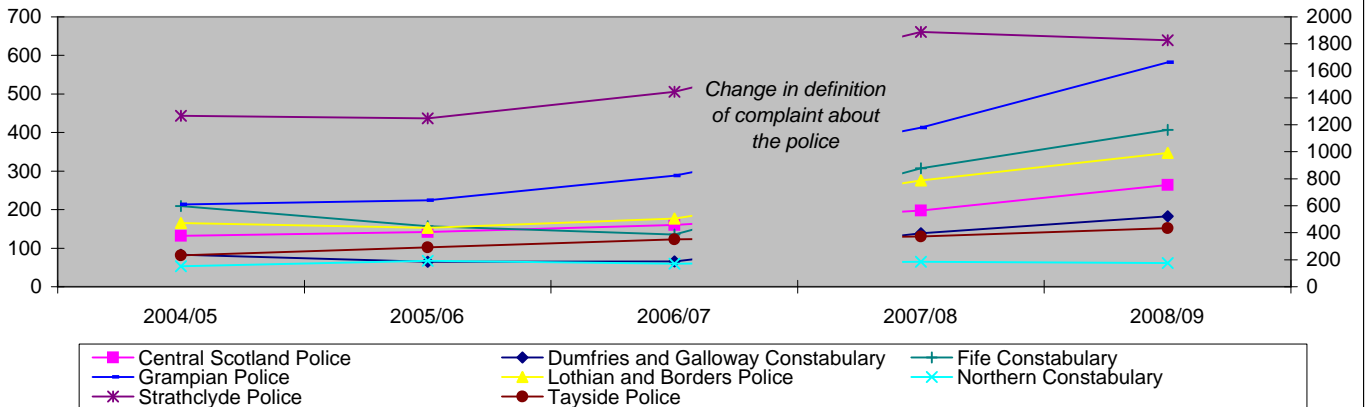
No Change

Decreasing

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	132	142	160	198	264
Complaint Allegations - received -on duty	146	176	220	234	285
Complaint Allegations - received -quality of service	n/a	n/a	n/a	55	82
Complaint Allegations - received -off duty	n/a	n/a	n/a	20	31
Complaint Allegations - total received	146	176	220	309	398
Complaint Allegations - disposed of -on duty	181	165	195	158	267
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	51	75
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	9	38
Complaint Allegations - total disposed of	181	165	195	218	380
Complaints cases per 10K population - Central Scotland Police area	4.68	4.99	5.59	6.86	9.09
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population - Central Scotland Police area	6.42	5.80	6.81	7.55	13.09
Complaint Allegations - total received per 10K population - Scotland	8.04	8.22	9.28	13.30	16.56

* Recorded against the new definition set out in the Police Public Order and Criminal Justice (Scotland) Act 2006

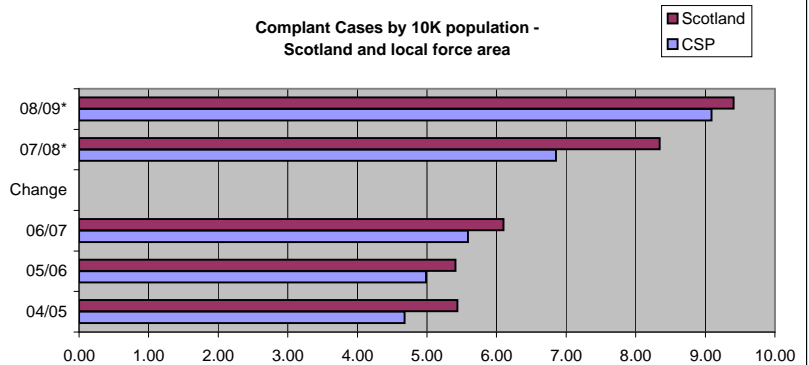
Scottish Perspective - Complaint Cases received 2004 / 2009



Key points:

- Prior to 2007 complaint cases related to on duty matters only. Data on complaint cases for 2007/08 and 2008/09 includes quality of service and off duty complaints.
- Cases received have increased by 22% year on year (2007/08 and 2008/09).
- The number of cases recorded in 2007/08 and 2008/09 are below the national average in terms of numbers (537 and 608) and in terms of complaint cases per 10K of the population

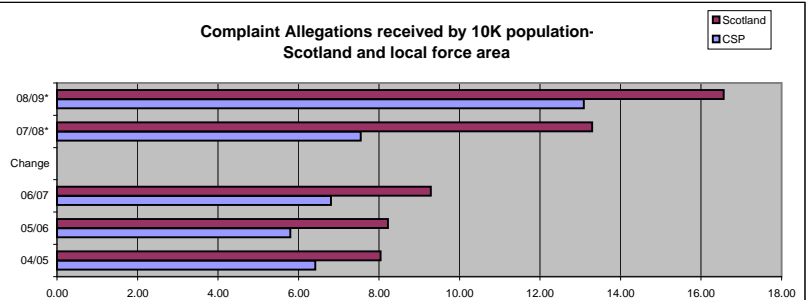
Complaint Cases by 10K population - Scotland and local force area



Key points:

- Central Scotland Police consistently receives fewer complaint allegations per 10K of the population.
- Complaint allegations received have increased by 29% year on year (2007/08 and 2008/09).

Complaint Allegations received by 10K population - Scotland and local force area



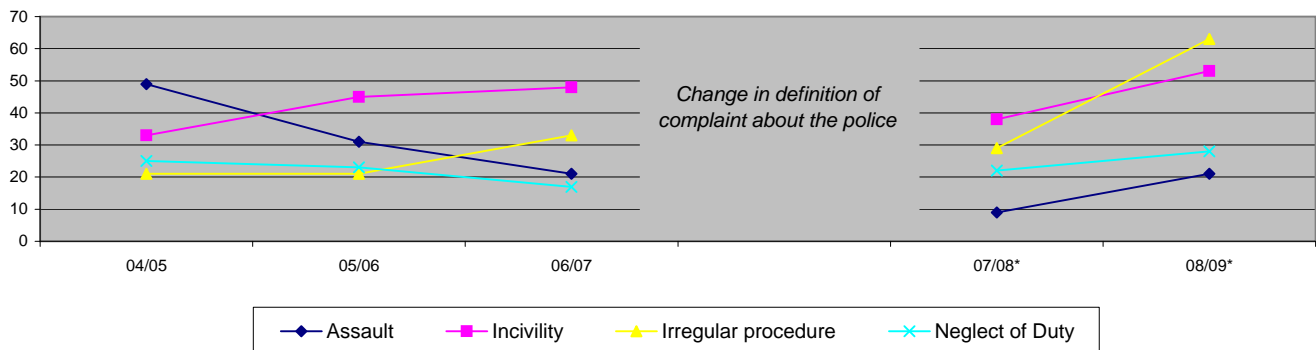
Central Scotland Police

Disposals - top four types of complaint allegations disposed of during the year

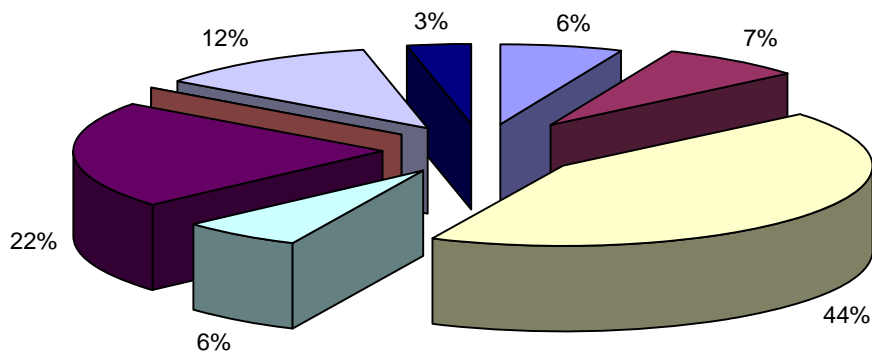
- Assault up by 12 allegations
- Incivility up by 15 allegations
- Irregular procedure up by 34 allegations
- Neglect of Duty up by 6 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	49	31	21	9	21
Incivility	33	45	48	38	53
Irregular procedure	21	21	33	29	63
Neglect of Duty	25	23	17	22	28

Top Four On Duty Allegation disposals 2004 / 2009



Disposals - On Duty Allegations 2008/09



- Withdrawn by Complainer
- Unsubstantiated by available evidence
- Leading to no proceedings by Procurator Fiscal
- Leading to criminal convictions
- Resulting in misconduct procedures
- Abandoned due to non co-operation by complainer
- Resolved by explanation to complainer
- Leading to criminal proceedings
- Resulting in advice

Key points:

Of all allegations disposed of by the force during 2008/09

- 44% were found to be unsubstantiated by the available evidence
- 22% were referred to the Area Procurator Fiscal who marked it 'no proceedings'
- 12% resulted in advice to a member(s) of the police service
- 7% were abandoned by the complainer
- 6% were withdrawn by the complainer
- 6% were resolved by explanation
- 3% resulted in misconduct procedures being taken.