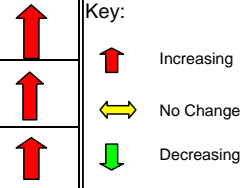


Complaint Cases recorded - **183**

Complaint Allegations - received - **255**

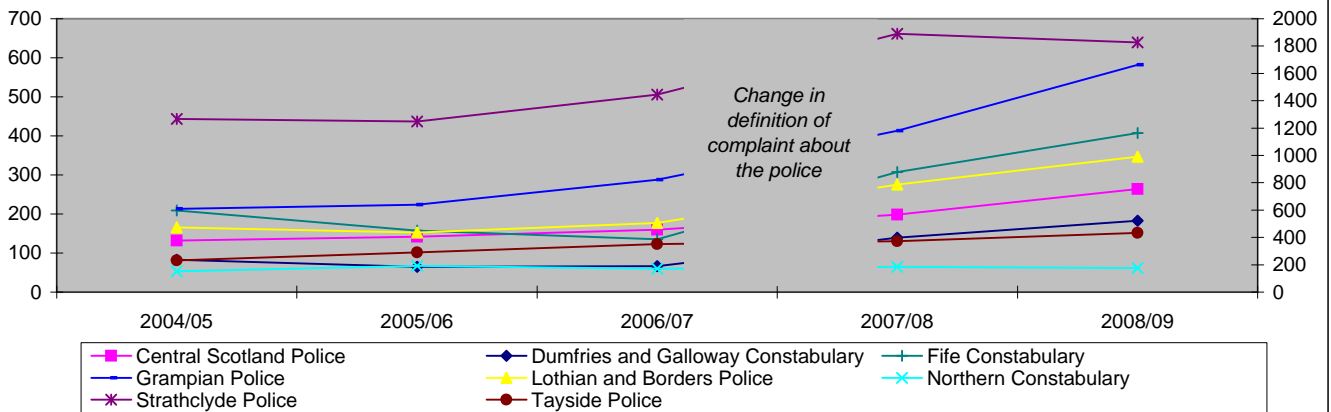
Complaint Allegations - disposed of - **265**



Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	83	65	66	139	183
Complaint Allegations - received -on duty	85	83	86	124	149
Complaint Allegations - received -quality of service	n/a	n/a	n/a	79	93
Complaint Allegations - received -off duty	n/a	n/a	n/a	5	13
Complaint Allegations - total received	85	83	86	208	255
Complaint Allegations - disposed of -on duty	83	69	82	77	163
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	63	87
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	2	15
Complaint Allegations - total disposed of	83	69	82	142	265
Complaints cases per 10K population - Dumfries & Galloway	5.61	4.38	4.46	9.37	12.32
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population- Dumfries & Galloway	5.61	4.65	5.54	9.58	17.84
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

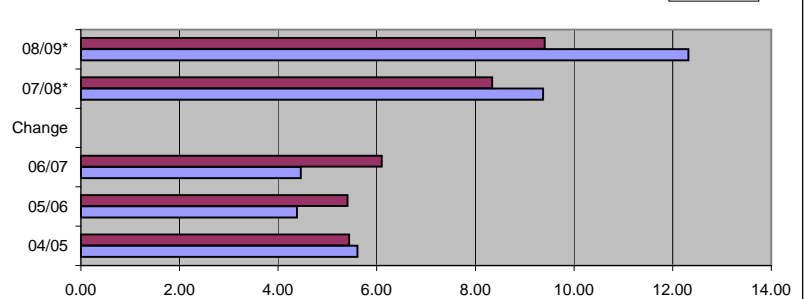
Scottish Perspective - Complaint Cases received 2004 / 2009



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 32% 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) but above the average in terms of complaint cases per 10K of the population.

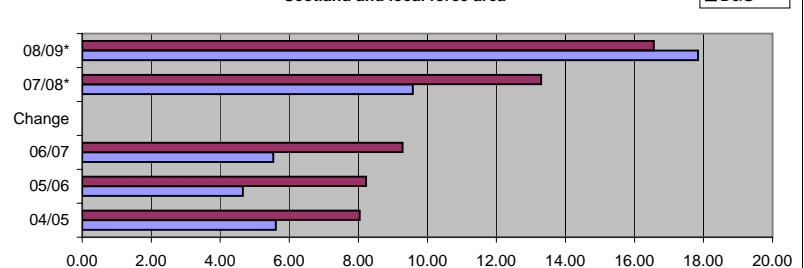
Complaint Cases by 10K population- Scotland and local force area



Key points:

- The available data details that Dumfries and Galloway Constabulary normally receives fewer complaint allegations per 10K of the population than other police services in Scotland. The data for 2008/09 shows a change in this trend.
- Complaint allegations received have increased by 23% year on year (2007/08 and 2008/09).

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



0.00 2.00 4.00 6.00 8.00 10.00 12.00 14.00 16.00 18.00 20.00

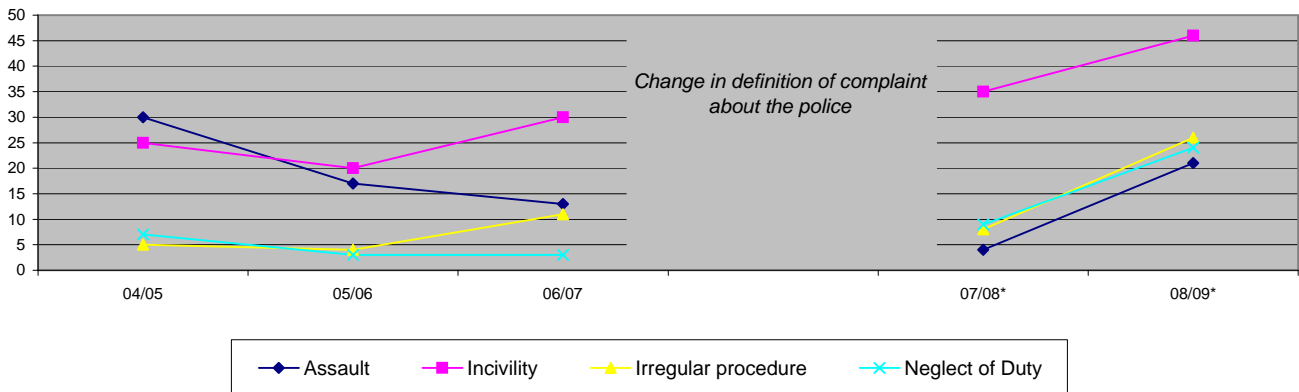
Dumfries & Galloway Constabulary

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

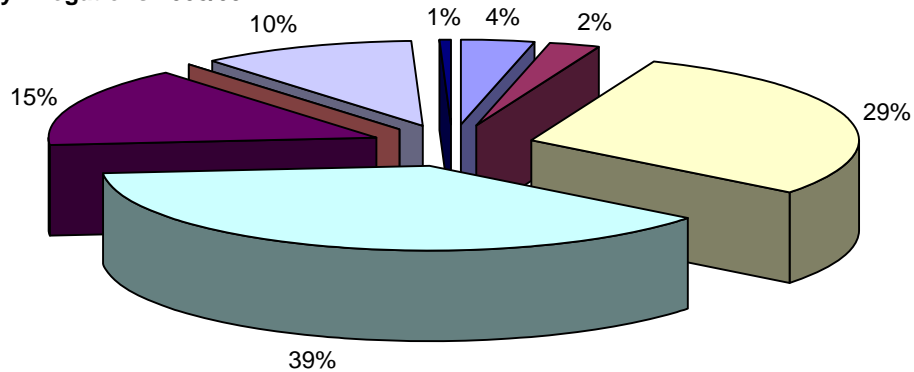
- Assault up by 17 allegations
- Incivility up by 11 allegations
- Irregular procedure up by 18 allegations
- Neglect of Duty up by 15 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	30	17	13	4	21
Incivility	25	20	30	35	46
Irregular procedure	5	4	11	8	26
Neglect of Duty	7	3	3	9	24

Top Four On Duty Allegation disposals 2004 / 2009



Disposals - OnDuty 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

- 39% were resolved by explanation
- 29% were found to be unsubstantiated by the available evidence
- 15% were referred to the Area Procurator Fiscal who marked it 'no proceedings'
- 10% resulted in advice to a member(s) of the police service
- 2% were abandoned by the complainer
- 4% were withdrawn by the complainer
- 1% resulted in misconduct procedures being taken.