



Fife Constabulary 2008/09



Complaint Cases recorded - **407**

Complaint Allegations - received - **458**

Complaint Allegations - disposed of - **476**

Key:

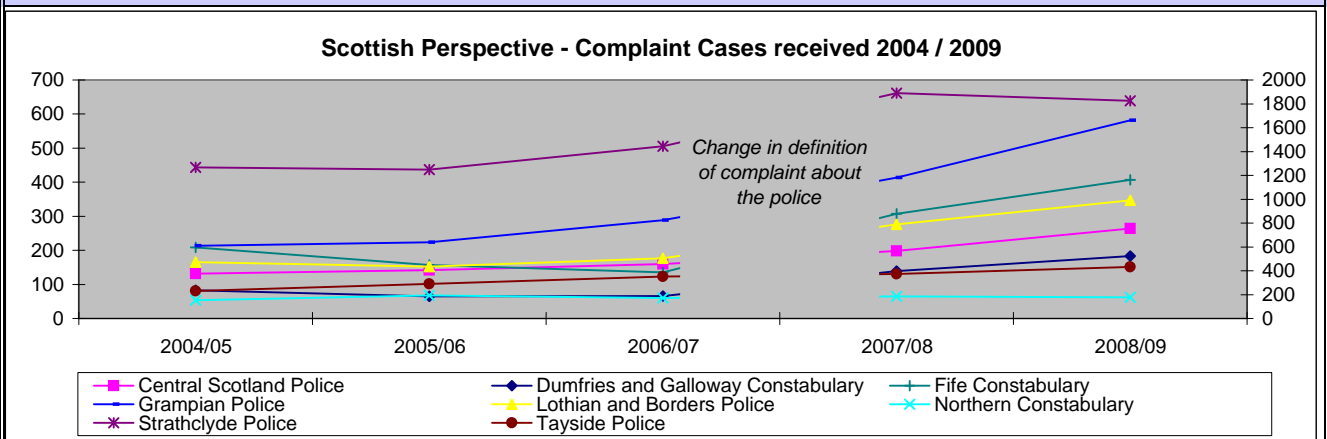
↑ Increasing

↔ No Change

↓ Decreasing

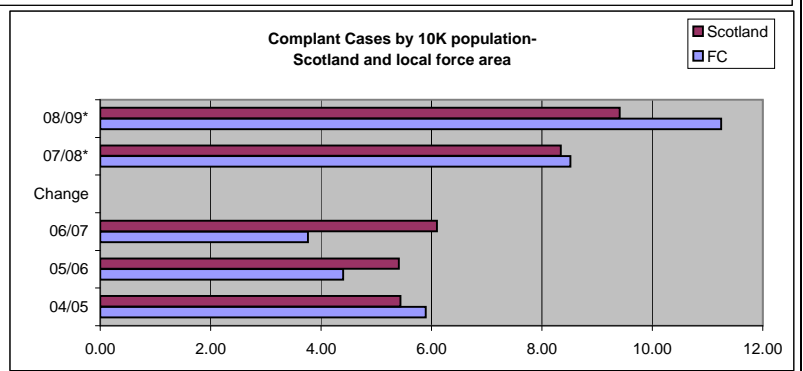
Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	209	157	135	307	407
Complaint Allegations - received -on duty	218	169	140	302	366
Complaint Allegations - received -quality of service	n/a	n/a	n/a	51	71
Complaint Allegations - received -off duty	n/a	n/a	n/a	16	21
Complaint Allegations - total received	218	169	140	369	458
Complaint Allegations - disposed of -on duty	212	199	149	211	387
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	47	66
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	10	23
Complaint Allegations - total disposed of	212	199	149	268	476
Complaints cases per 10K population - Fife Constabulary police area	5.89	4.40	3.76	8.52	11.25
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population - Fife Constabulary police area	5.98	5.58	4.15	7.43	13.15
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



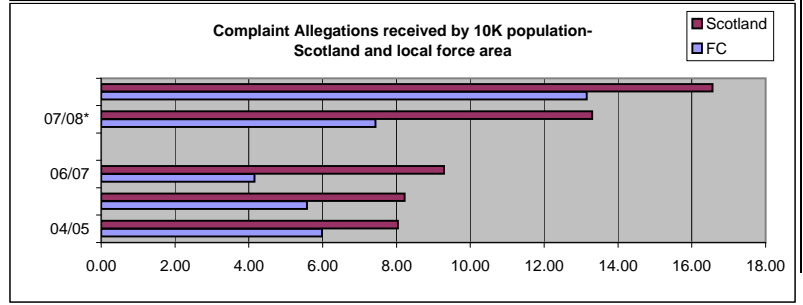
Key points:

- 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 33% 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.



Key points:

- The available data details that Fife Constabulary consistently receives fewer complaint allegations per 10K of the population than other police services in Scotland.T
- Complaint allegations received have increased by 24% year on year (2007/08 and 2008/09).



0.00 2.00 4.00 6.00 8.00 10.00 12.00 14.00 16.00 18.00

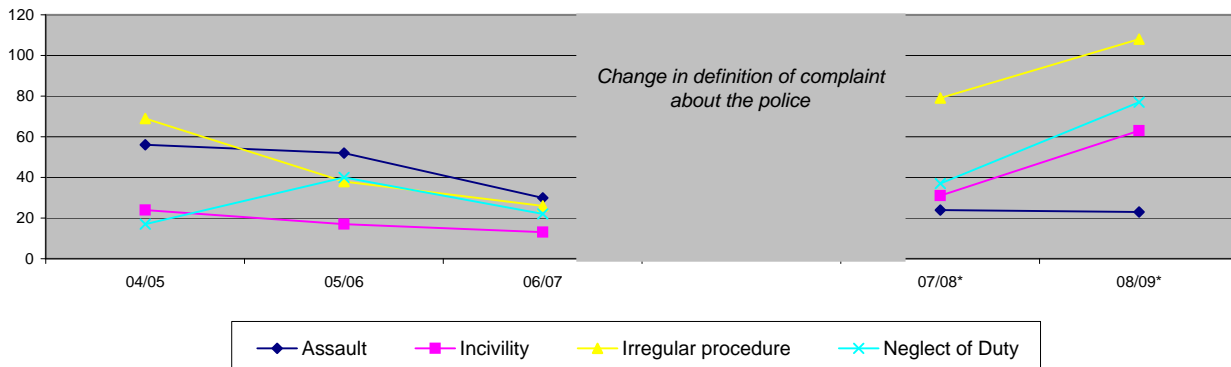
Fife Constabulary 2008/09

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

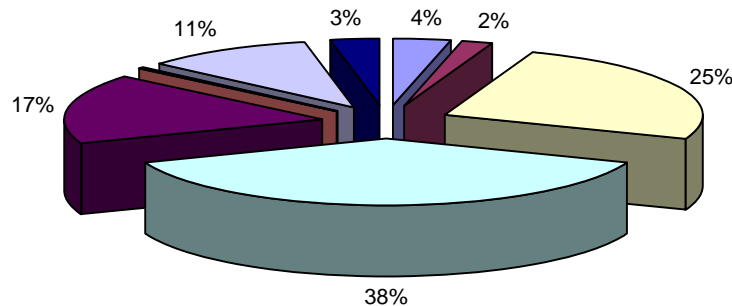
- Assault down by 1 allegation
- Incivility up by 32 allegations
- Irregular procedure up by 29 allegations
- Neglect of Duty up by 40 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	56	52	30	24	23
Incivility	24	17	13	31	63
Irregular procedure	69	38	26	79	108
Neglect of Duty	17	40	22	37	77

TTop Four On Duty Allegation disposals 2004 / 2009



Disposals - On Duty Allegations 2008/09



- | | |
|---|--|
| <ul style="list-style-type: none"> ■ Withdrawn by Complainer ■ Unsubstantiated by available evidence ■ Leading to no proceedings by Procurator Fiscal ■ Leading to criminal convictions ■ Resulting in misconduct procedures | <ul style="list-style-type: none"> ■ 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

- 38% were resolved by explanation
- 25% were found to be unsubstantiated by the available evidence
- 17 % were referred to the Area Procurator Fiscal who marked it 'no proceedings'
- 11% resulted in advice to a member(s) of the police service
- 2% were abandoned by the complainer
- 4% were with drawn by the complainer
- 3% resulted in misconduct procedures being taken.

One complaint allegation lead to criminal proceedings.