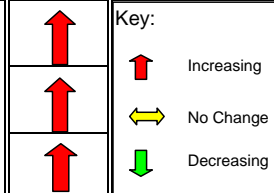




Complaint Cases recorded - **582**

Complaint Allegations - received - **1187**

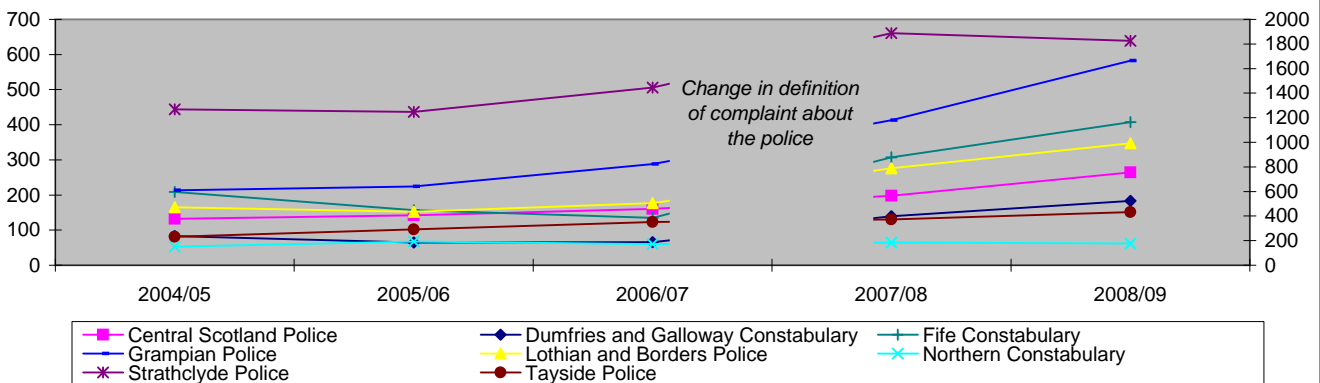
Complaint Allegations - disposed of - **879**



Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	213	224	288	413	582
Complaint Allegations - received -on duty	367	348	567	479	890
Complaint Allegations - received -quality of service	n/a	n/a	n/a	131	235
Complaint Allegations - received -off duty	n/a	n/a	n/a	37	62
Complaint Allegations - total received	367	348	567	647	1187
Complaint Allegations - disposed of -on duty	437	338	464	318	664
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	103	166
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	32	49
Complaint Allegations - total disposed of	437	338	464	453	879
Complaints cases per 10K population - Grampian Police area	4.06	4.26	5.44	7.72	10.79
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population - Grampian Police area	8.34	6.43	8.76	8.46	16.29
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

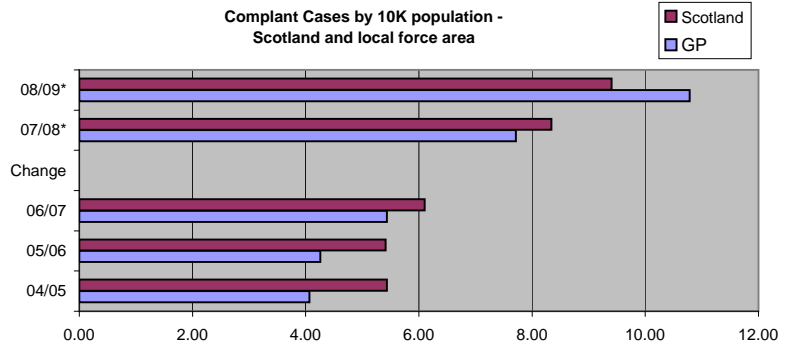
Scottish Perspective - Complaint Cases received 2004 / 2009



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 41% 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.

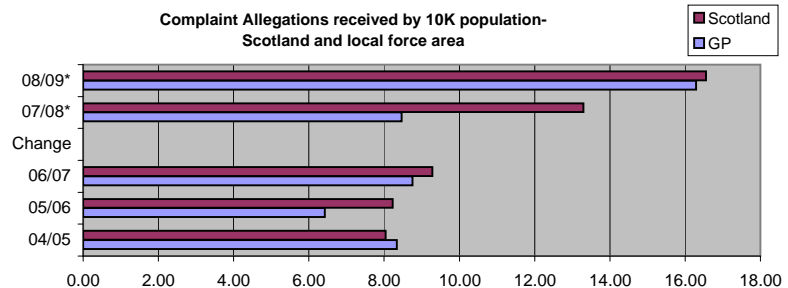
Complaint Cases by 10K population - Scotland and local force area



Key points:

- The available data details that Grampian Police normally receives fewer complaint allegations per 10K of the population than other police services in Scotland.
- Complaint allegations received have increased by 83% year on year (2007/08 and 2008/09).

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





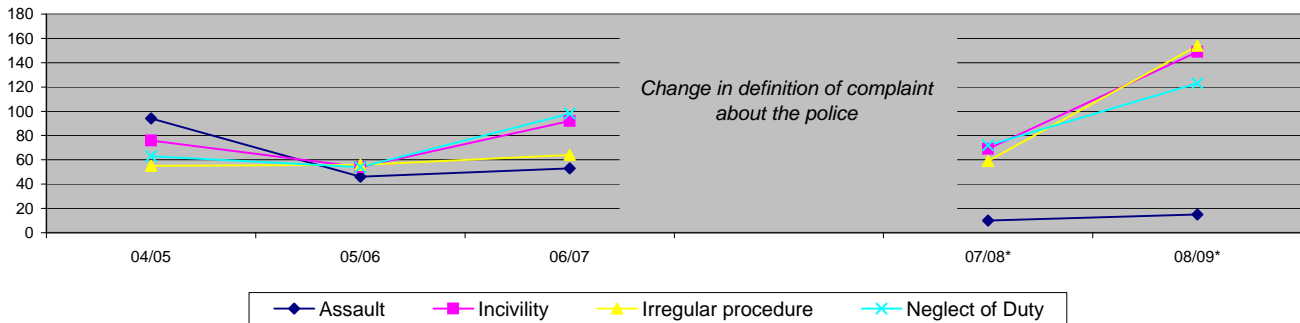
Grampian Police 2008/09

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

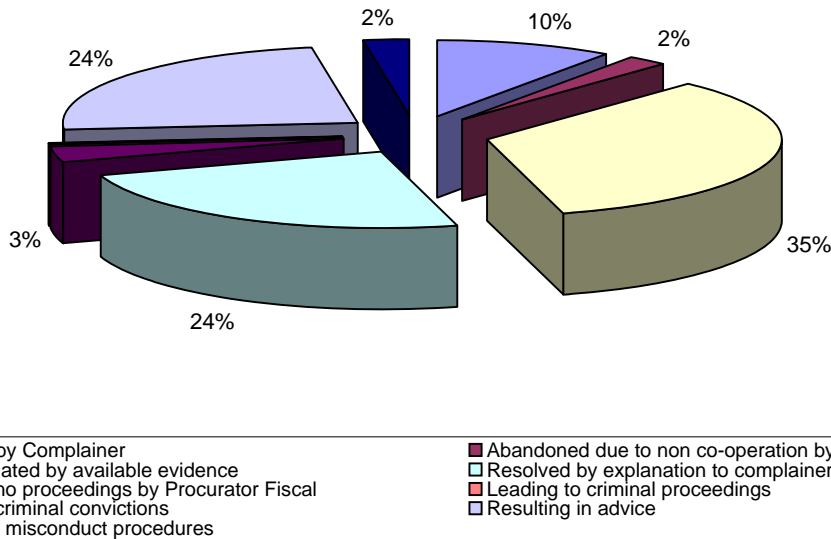
- Assault up by 5 allegations
- Incivility up by 80 allegations
- Irregular procedure up by 95 allegations
- Neglect of Duty up by 51 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	94	46	53	10	15
Incivility	76	54	92	69	149
Irregular procedure	55	56	64	59	154
Neglect of Duty	63	54	98	72	123

Top Four On Duty Allegation disposals 2004 / 2009



Disposals On Duty allegations 2008/09



Key points:

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

- 35% were resolved by explanation
- 24% were found to be unsubstantiated by the available evidence
- 3 % were referred to the Area Procurator Fiscal who marked it 'no proceedings'
- 24% resulted in advice to a member(s) of the police service
- 2% were abandoned by the complainer
- 10% were withdrawn by the complainer
- 2% resulted in misconduct procedures being taken.

One complaint allegation lead to criminal proceedings.