




Complaint Cases recorded - **991**

Complaint Allegations - received - **1316**

Complaint Allegations - disposed of - **1161**

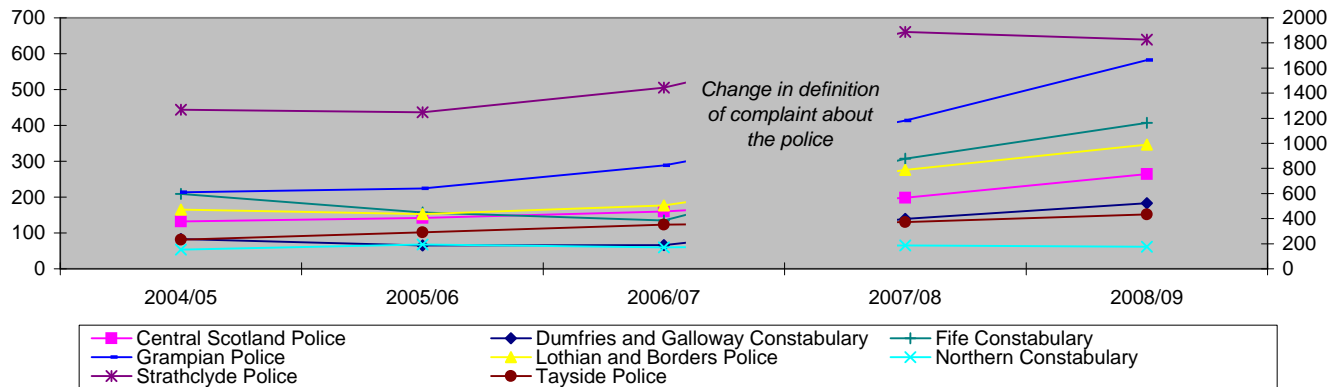
Key:

-  Increasing
-  No Change
-  Decreasing

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	472	436	505	788	991
Complaint Allegations - received -on duty	658	572	665	771	1076
Complaint Allegations - received -quality of service	n/a	n/a	n/a	175	135
Complaint Allegations - received -off duty	n/a	n/a	n/a	78	105
Complaint Allegations - total received	658	572	665	1024	1316
Complaint Allegations - disposed of -on duty	812	584	492	586	944
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	148	103
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	37	114
Complaint Allegations - total disposed of	812	584	492	771	1161
Complaints cases per 10K population - Lothian and Borders Police area	5.26	4.83	5.54	8.55	10.65
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population Lothian and Borders Police area	9.05	6.47	5.40	8.37	12.48
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



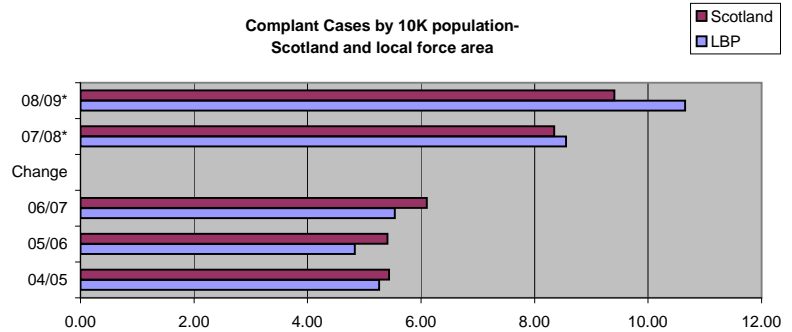
Key points:

- 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 26% year on year (2007/08 and 2008/09)
- The number of cases recorded in 2007/08 and 2008/09 are above the national average in terms of numbers (537 and 608) and above the average in terms of complaint cases per 10K of the population.

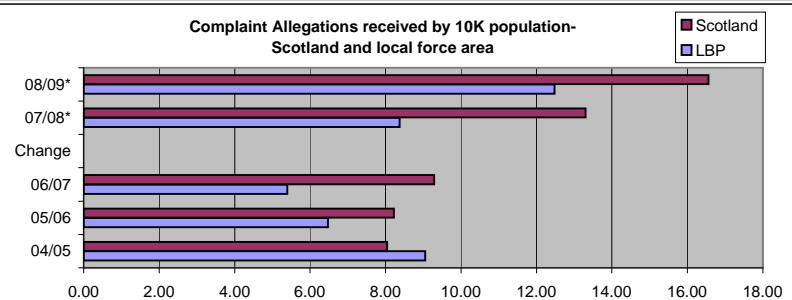
Key points:

- The available data details that Lothian and Borders Police normally receives fewer complaint allegations per 10K of the population than other police services in Scotland.
- Complaint allegations received have increased by 29% year on year (2007/08 and 2008/09).

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



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



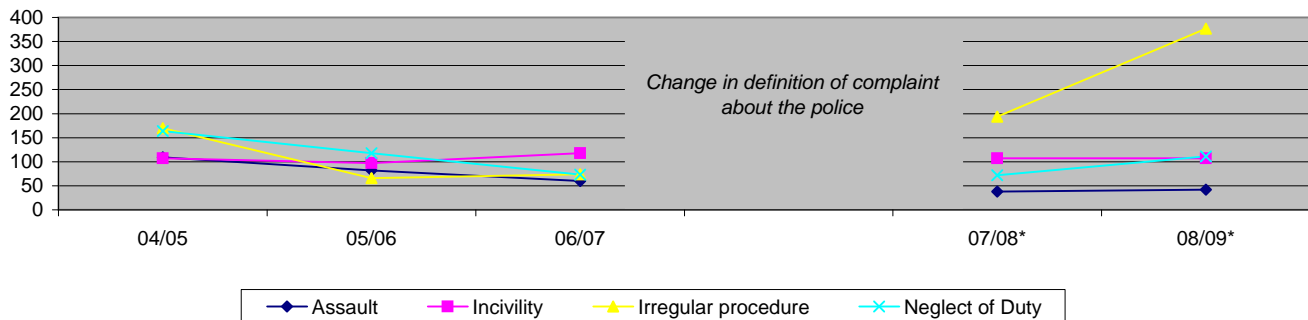
## Lothian and Borders Police

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

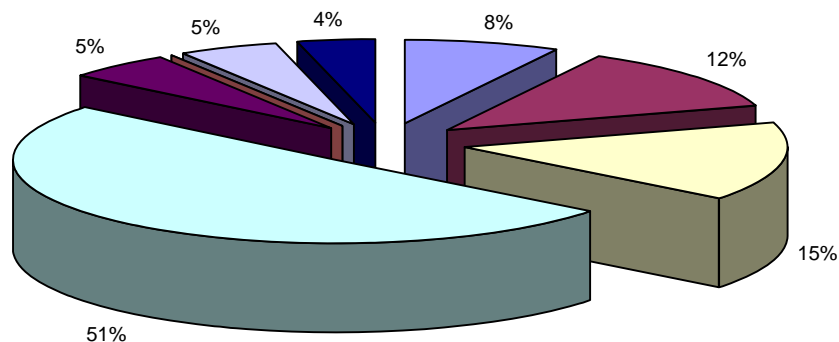
- Assault up by 4 allegations
- Incivility - no change
- Irregular procedure up by 183 allegations
- Neglect of Duty up by 39 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	109	82	60	38	42
Incivility	107	97	118	107	107
Irregular procedure	170	66	74	194	377
Neglect of Duty	164	118	73	72	111

Top Four On Duty Allegation disposals 2004 / 2009



Disposals On Duty Allegations 2008/09



- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>■ Withdrawn by Complainer</li> <li>■ Unsubstantiated by available evidence</li> <li>■ Leading to no proceedings by Procurator Fiscal</li> <li>■ Leading to criminal convictions</li> <li>■ Resulting in misconduct procedures</li> </ul> | <ul style="list-style-type: none"> <li>■ Abandoned due to non co-operation by complainer</li> <li>■ Resolved by explanation to complainer</li> <li>■ Leading to criminal proceedings</li> <li>■ Resulting in advice</li> </ul> |
|---|--|

### Key points:

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

- 51% were resolved by explanation
- 15% were found to be unsubstantiated by the available evidence
- 5 % were referred to the Area Procurator Fiscal who having considered the allegation marked the matter as 'no proceedings'
- 5% resulted in advice to a member(s) of the police service
- 12% were abandoned by the complainer
- 8% were withdrawn by the complainer
- 4% resulted in misconduct procedures being taken.

**One complaint allegation lead to criminal proceedings.**