





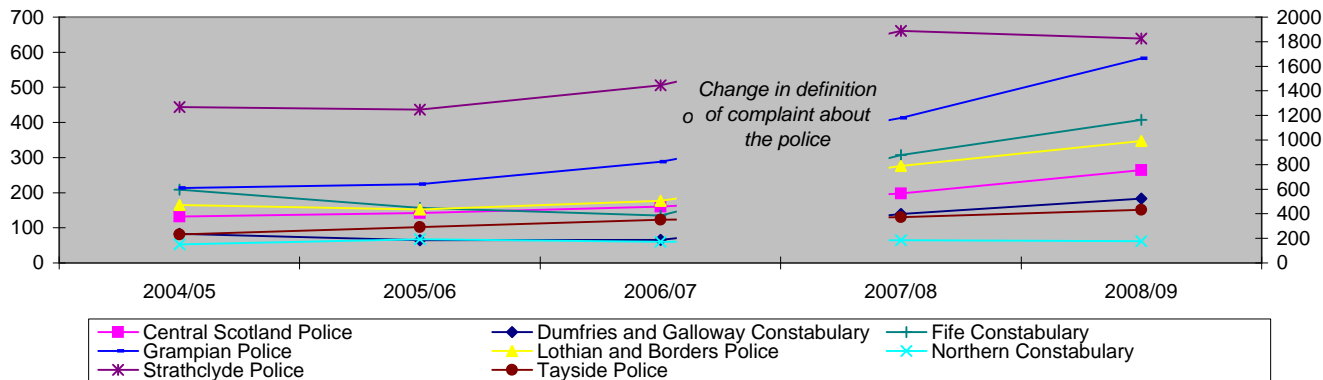


| | | |
|--|---|--|
| Complaint Cases recorded - 176 |    | Key:  Increasing  No Change  Decreasing |
| Complaint Allegations - received - 311 | | |
| Complaint Allegations - disposed of - 287 | | |

| Fiscal year | 04/05 | 05/06 | 06/07 | 07/08* | 08/09* |
|---|-------|-------|-------|--------|--------|
| Complaint Cases recorded | 152 | 193 | 171 | 185 | 176 |
| Complaint Allegations - received -on duty | 216 | 181 | 220 | 214 | 284 |
| Complaint Allegations - received -quality of service | n/a | n/a | n/a | 22 | 16 |
| Complaint Allegations - received -off duty | n/a | n/a | n/a | 18 | 11 |
| Complaint Allegations - total received | 216 | 181 | 220 | 254 | 311 |
| Complaint Allegations - disposed of -on duty | 185 | 229 | 206 | 191 | 257 |
| Complaint Allegations - disposed of -quality of service | n/a | n/a | n/a | 25 | 15 |
| Complaint Allegations - disposed of -off duty | n/a | n/a | n/a | 8 | 15 |
| Complaint Allegations - total disposed of | 185 | 229 | 206 | 224 | 287 |
| Complaints cases per 10K population - Northern Constabulary police area | 5.45 | 6.85 | 6.04 | 6.48 | 6.12 |
| Complaints cases per 10K population - Scotland | 5.44 | 5.41 | 6.10 | 8.34 | 9.41 |
| Complaint Allegations - total received per 10K population - Northern Constabulary police area | 6.63 | 8.13 | 7.27 | 7.84 | 9.98 |
| 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

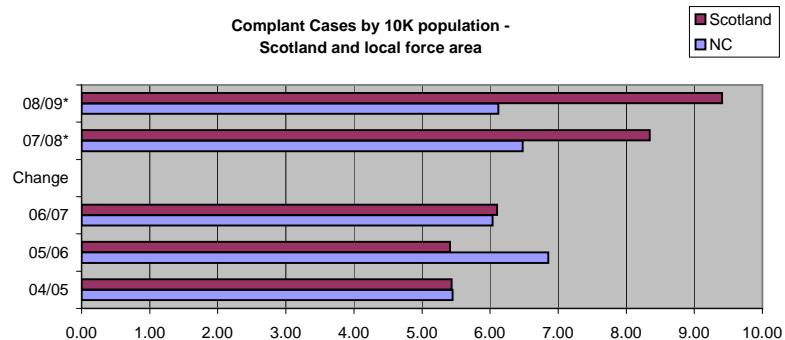
Scottish Perspective - Complaint Cases received 2004 / 2009



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 decreased by 5% 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 in terms of complaint cases per 10K of the population.

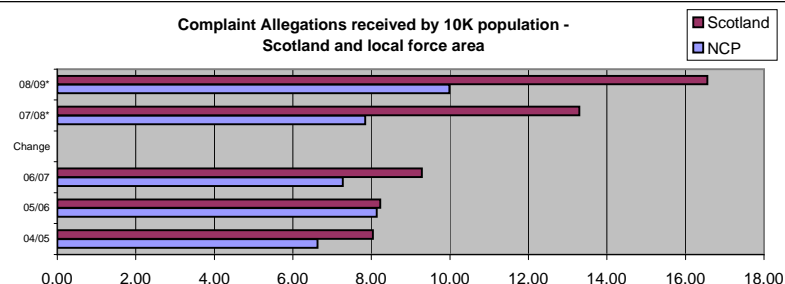
Complaint Cases by 10K population - Scotland and local force area

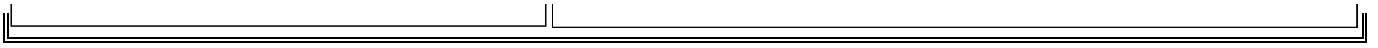


Key points:

- The available data details that Northern Constabulary normally receives fewer complaint allegations per 10K of the population than other police services in Scotland.
- Complaint allegations received have increased by 22% year on year (2007/08 and 2008/09).

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





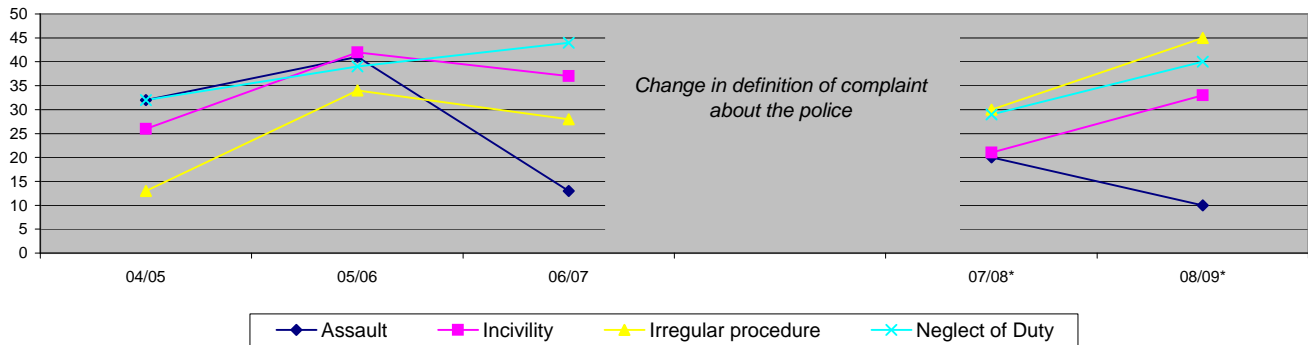
Northern Constabulary 2008/09

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

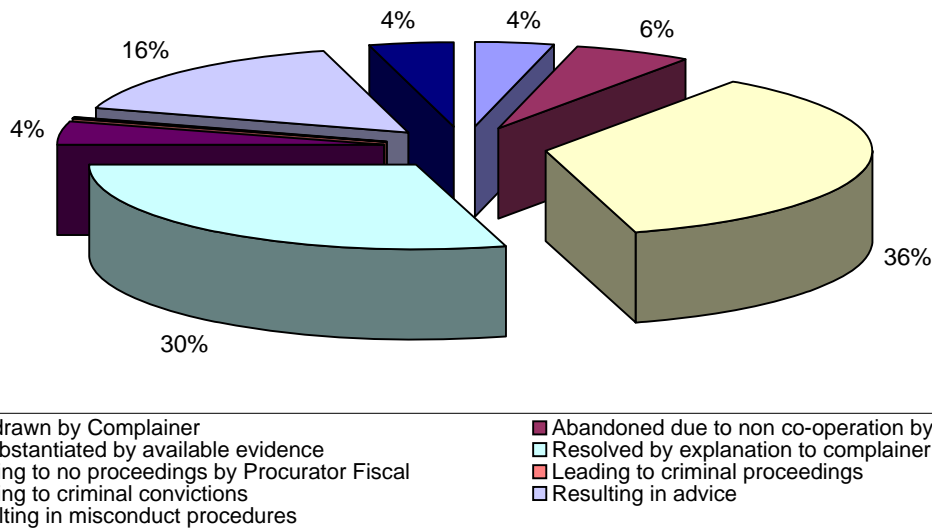
- Assault down by 10 allegations
- Incivility up by 12 allegations
- Irregular procedure up by 15 allegations
- Neglect of Duty up by 11 allegations

| Fiscal year | 04/05 | 05/06 | 06/07 | 07/08* | 08/09* |
|---------------------|-------|-------|-------|--------|--------|
| Assault | 32 | 41 | 13 | 20 | 10 |
| Incivility | 26 | 42 | 37 | 21 | 33 |
| Irregular procedure | 13 | 34 | 28 | 30 | 45 |
| Neglect of Duty | 32 | 39 | 44 | 29 | 40 |

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

- 30% were resolved by explanation
- 36% were found to be unsubstantiated by the available evidence
- 4 % were referred to the Area Procurator Fiscal who having considered the allegation marked the matter as 'no proceedings'
- 16% resulted in advice to a member(s) of the police service
- 6% were abandoned by the complainer
- 4% were withdrawn by the complainer
- 4% resulted in misconduct procedures being taken.

One complaint allegation lead to criminal proceedings.