



Complaint Cases recorded - **1826**

Complaint Allegations - received - **4099**

Complaint Allegations - disposed of - **4058**

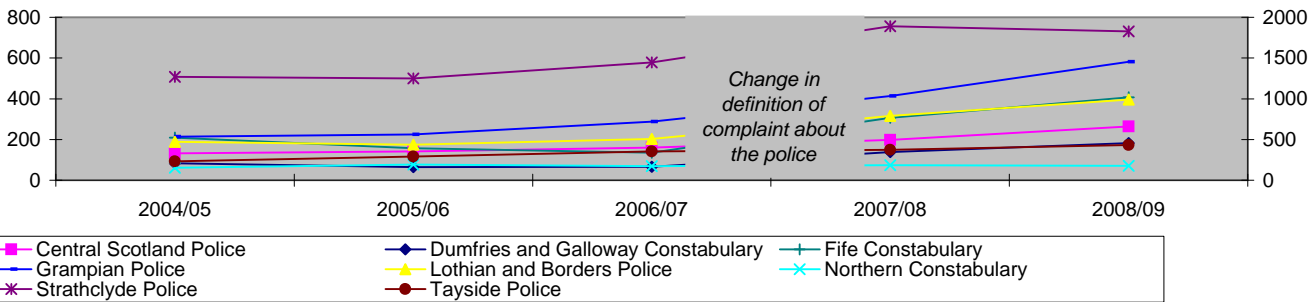
Key:

- Increasing
- No Change
- Decreasing

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	1268	1248	1445	1889	1826
Complaint Allegations - received -on duty	2072	2320	2463	3143	3683
Complaint Allegations - received -quality of service	n/a	n/a	n/a	227	216
Complaint Allegations - received -off duty	n/a	n/a	n/a	246	200
Complaint Allegations - total received	2072	2320	2463	3616	4099
Complaint Allegations - disposed of -on duty	2729	2140	2477	2704	3595
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	197	254
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	148	209
Complaint Allegations - total disposed of	2729	2140	2477	3049	4058
Complaints cases per 10K population - Strathclyde Police area	5.75	5.66	6.55	8.55	8.25
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population- Strathclyde Police area	12.37	9.70	11.22	13.79	18.33
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

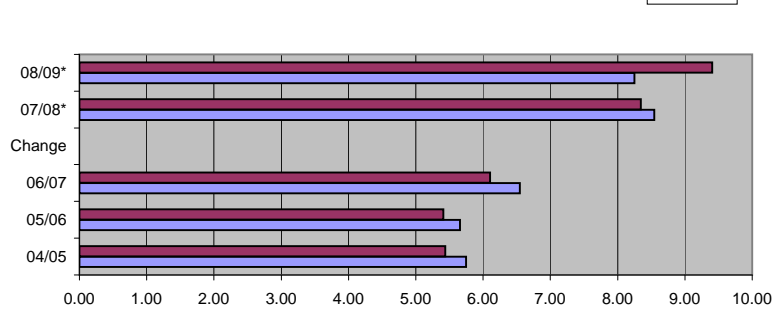
**Scottish Perspective - Complaint Cases received 2004 / 2009**



**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 3% 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) but below the average in terms of complaint cases per 10K of the population.

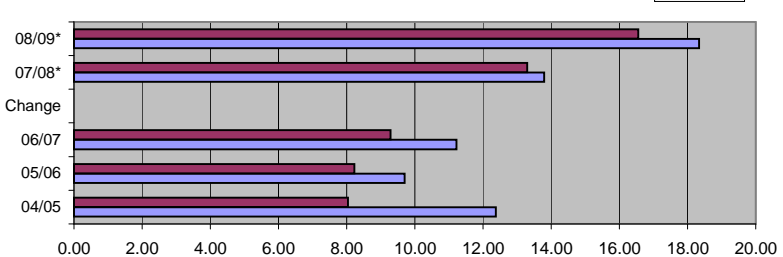
Complaint Cases by 10K population - Scotland and local force area



**Key points:**

- The available data details that Strathclyde Police normally receives more complaint allegations per 10K of the population than other police services in Scotland.
- Complaint allegations received have increased by 13% year on year (2007/08 and 2008/09).

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



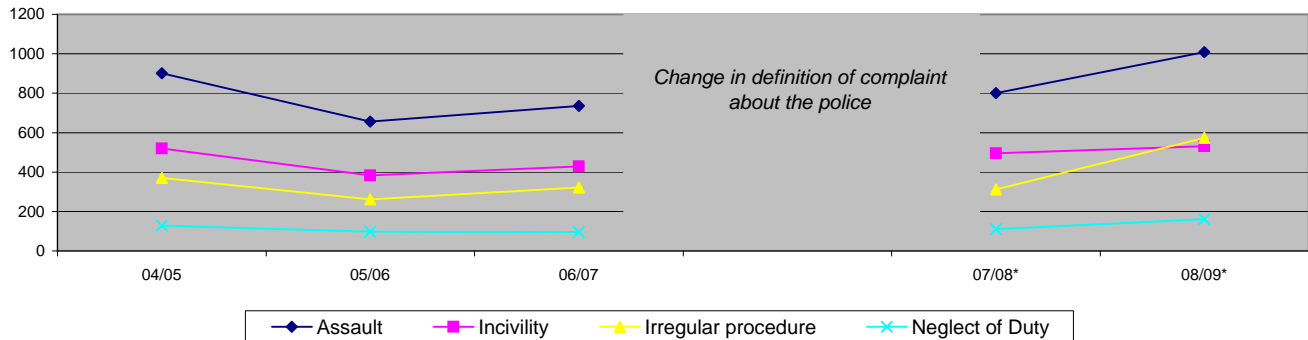
## Strathclyde Police 2008/09

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

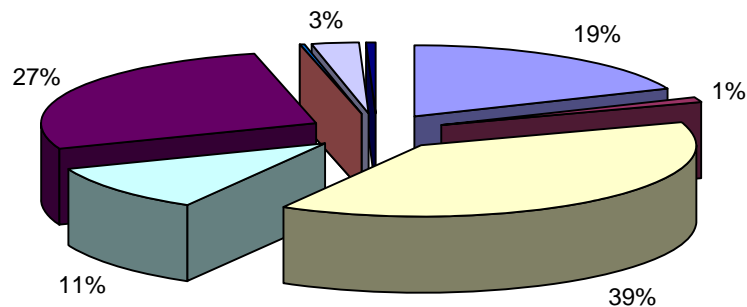
- Assault up by 208 allegations
- Incivility up by 36 allegations
- Irregular procedure up by 262 allegations
- Neglect of Duty up by 51 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	902	656	735	801	1009
Incivility	520	383	428	495	531
Irregular procedure	371	261	322	312	574
Neglect of Duty	128	97	95	110	161

### 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

- 11% were resolved by explanation
  - 39% were found to be unsubstantiated by the available evidence
  - 27% were referred to the Area Procurator Fiscal who marked it 'no proceedings'
  - 3% resulted in advice to a member(s) of the police service
  - 1% were abandoned by the complainer
  - 19% were withdrawn by the complainer
- **Nine complaint allegations lead to criminal proceedings**
  - **Eight complaint allegations lead to criminal convictions**
  - **Sixteen complaint allegations resulted in misconduct procedures**