



TAYSIDE POLICE
Making a Difference

Complaint Cases recorded - **433**

Complaint Allegations - received - **534**

Complaint Allegations - disposed of - **500**

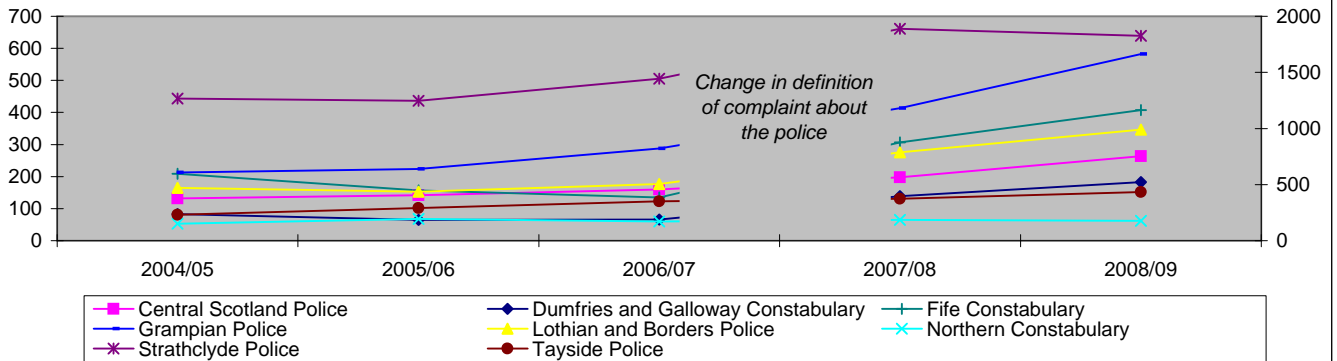
Key:

- Increasing
- No Change
- Decreasing

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Complaint Cases recorded	232	291	352	373	433
Complaint Allegations - received -on duty	320	340	390	326	445
Complaint Allegations - received -quality of service	n/a	n/a	n/a	64	73
Complaint Allegations - received -off duty	n/a	n/a	n/a	23	16
Complaint Allegations - total received	320	340	390	413	534
Complaint Allegations - disposed of -on duty	353	339	368	239	413
Complaint Allegations - disposed of -quality of service	n/a	n/a	n/a	59	62
Complaint Allegations - disposed of -off duty	n/a	n/a	n/a	11	25
Complaint Allegations - total disposed of	353	339	368	309	500
Complaints cases per 10K population - Tayside Police area	5.98	7.47	8.99	9.46	10.91
Complaints cases per 10K population - Scotland	5.44	5.41	6.10	8.34	9.41
Complaint Allegations - total received per 10K population - Tayside Police area	9.10	8.70	9.40	7.84	12.60
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

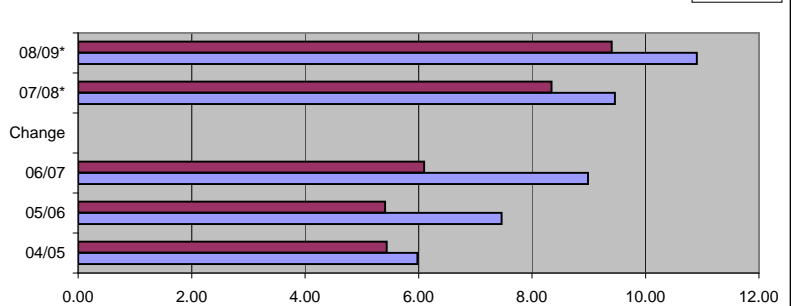
Scottish Perspective - Complaint Cases received 2004 / 2009



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 16% 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 above the average in terms of complaint cases per 10K of the population.

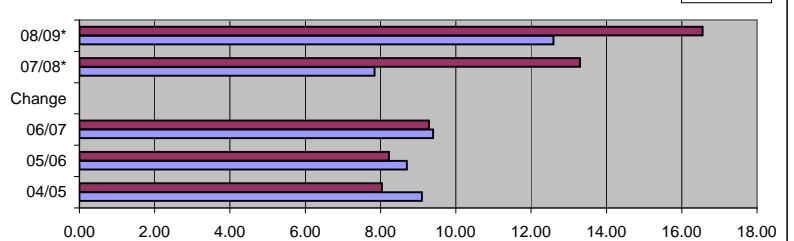
Complaint Cases by 10K population- Scotland and local force area



Key points:

- The available data details that in the last two years Tayside Police has received substantially less 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 Allegations received by 10K population- Scotland and local force area



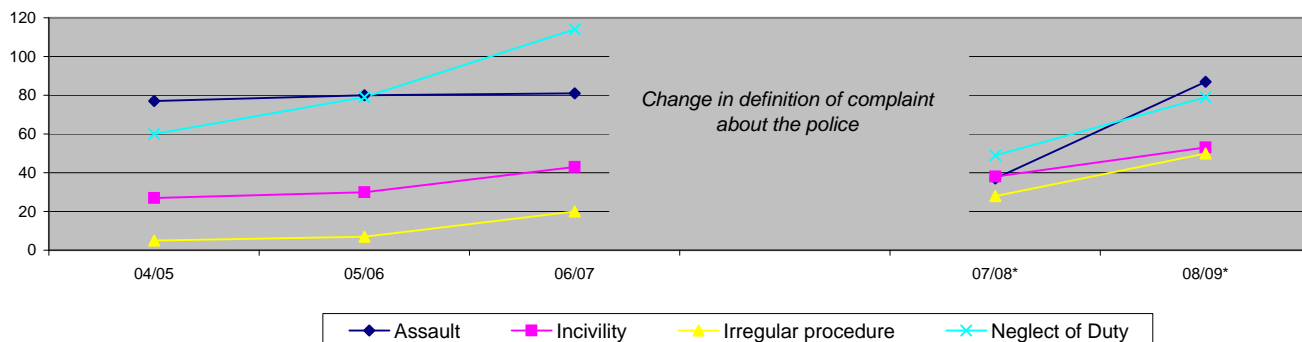
Tayside Police 2008/09

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

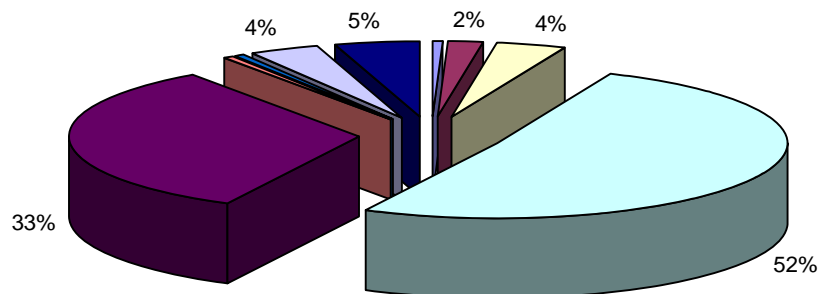
- Assault up by 50 allegations
- Incivility up by 15 allegations
- Irregular procedure up by 22 allegations
- Neglect of Duty up by 30 allegations

Fiscal year	04/05	05/06	06/07	07/08*	08/09*
Assault	77	80	81	37	87
Incivility	27	30	43	38	53
Irregular procedure	5	7	20	28	50
Neglect of Duty	60	79	114	49	79

Top 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

- 52% were resolved by explanation
- 4% were found to be unsubstantiated by the available evidence
- 33 % were referred to the Area Procurator Fiscal who marked it 'no proceedings'
- 4% resulted in advice to a member(s) of the police service
- 2% were abandoned by the complainer
- 5% resulted in misconduct procedures being taken.
- **Two complaint allegations led to criminal proceedings.**
- **Two complaint allegations led to criminal convictions.**