

Complaint cases:
outstanding, received,
disposed of, standing over
2010-11

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Cases outstanding at the end of last year	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	16	10	17	41	117	4	342	39	586
1997/98	33	8	11	26	138	10	321	32	579
1998/99	32	8	19	40	124	36	351	30	640
1999/00	47	10	18	76	165	11	378	39	744
2000/01	73	7	23	77	166	19	346	23	734
2001/02	63	11	18	48	122	35	244	53	594
2002/03	57	16	47	36	189	47	379	78	849
2003/04	86	9	35	92	164	87	372	58	903
2004/05	58	8	60	115	119	37	430	48	875
2005/06	40	11	68	82	88	47	340	52	728
2006/07	43	17	34	90	56	50	424	60	774
	Change in Definition								
2007/08	42	15	74	93	164	47	536	87	1058
2008/09	39	31	65	77	209	78	722	123	1344
2009/10	45	27	61	156	339	92	498	121	1339
2010/11	57	34	71	97	291	113	523	117	1303

Cases received during year	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	92	29	100	188	251	46	521	106	1333
1997/98	96	23	82	244	210	60	494	112	1321
1998/99	97	24	82	316	320	42	498	100	1479
1999/00	102	27	76	240	347	69	496	83	1440
2000/01	84	24	90	155	340	71	502	152	1418
2001/02	153	51	240	123	726	101	1173	253	2820
2002/03	167	32	218	332	651	137	999	287	2823
2003/04	163	84	236	282	516	120	1167	312	2880
2004/05	132	83	209	213	472	152	1268	232	2761
2005/06	142	65	157	224	436	193	1248	291	2756
2006/07	160	66	135	288	505	171	1445	352	3122
	Change in Definition								
2007/08	198	139	307	413	788	185	1889	373	4292
2008/09	264	183	407	582	991	176	1826	433	4862
2009/10	243	163	340	631	899	272	1545	481	4574
2010/11	211	162	284	641	843	256	1363	446	4206

Cases disposed of during the year	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	73	30	105	187	227	38	542	113	1315
1997/98	97	23	74	230	224	37	464	114	1263
1998/99	82	22	67	280	274	67	471	91	1354
1999/00	76	30	71	239	342	52	528	99	1437
2000/01	94	20	95	184	352	55	465	122	1387
2001/02	160	46	211	132	660	89	1051	322	2671
2002/03	100	39	230	253	676	97	1002	307	2704
2003/04	189	83	211	268	561	160	1109	319	2900
2004/05	151	79	201	249	450	145	1362	230	2867
2005/06	139	57	191	218	459	191	1167	280	2702
2006/07	159	66	145	277	381	177	1333	330	2868
	Change in Definition								
2007/08	201	122	236	427	748	170	1703	351	3958
2008/09	258	185	412	496	863	169	1969	440	4792
2009/10	228	156	331	685	950	239	1548	477	4614
2010/11	203	174	299	622	801	238	1445	457	4239

Standing over at year end	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
1996/97	35	9	12	42	141	12	321	32	604
1997/98	32	8	19	40	124	33	351	30	637
1998/99	46	10	31	76	170	11	378	39	761
1999/00	73	7	23	77	170	28	346	23	747
2000/01	63	11	18	48	154	35	383	53	765
2001/02	57	16	47	39	188	47	366	79	839
2002/03	124	9	35	115	164	87	376	58	968
2003/04	60	10	60	117	119	37	430	51	884
2004/05	39	12	68	79	141	46	336	50	771
2005/06	43	19	34	82	65	48	421	62	774
2006/07	44	16	28	86	180	42	536	82	1014
	Change in Definition								
2007/08	39	32	72	78	204	62	722	109	1318
2008/09	45	29	57	163	337	85	388	116	1220
2009/10	60	34	70	102	288	125	495	125	1299
2010/11	65	22	56	116	333	131	441	106	1270