

Quality of service allegations: by nature of allegation 2010-11

Quality of service allegations: received by nature of allegation



Total quality of service allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
2007/08	55	79	51	131	175	22	227	64	804
2008/09	82	93	71	235	135	16	216	73	921
2009/10	64	99	77	259	131	48	208	54	940
2010/11	28	74	116	200	82	102	242	63	907

Policy and procedure allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
2007/08	13	41	9	60	38	5	49	10	225
2008/09	21	45	16	104	49	5	54	23	317
2009/10	17	28	10	143	49	14	52	13	326
2010/11	7	17	25	81	32	35	67	29	293

Service delivery allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
2007/08	37	24	29	45	55	12	139	50	391
2008/09	58	34	26	79	30	8	129	34	398
2009/10	38	48	39	54	34	26	130	32	401
2010/11	18	42	48	49	27	41	146	33	404

Service outcome allegations received	Central Scotland Police	Dumfries and Galloway Constabulary	Fife Constabulary	Grampian Police	Lothian and Borders Police	Northern Constabulary	Strathclyde Police	Tayside Police	Scotland
2007/08	5	14	13	26	82	5	39	4	188
2008/09	3	14	29	52	56	3	33	16	206
2009/10	9	23	28	62	48	8	26	9	213
2010/11	3	15	43	70	23	26	29	1	210