

09/02/2015

Our Ref: IM-FOI-2015-0091



Sir Stephen House QPM
Chief Constable

Police Scotland,
FOI Central Processing Unit,
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foi@scotland.pnn.police.uk

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002
SUBJECT: FOISA 2002 request for information

I refer to your email dated 12 January regarding the above which has been handled in accordance with the Freedom of Information (Scotland) Act 2002 (FOISA).

QUESTION

I wish to request a copy of Police Scotland SOP in terms of "Unacceptable, Persistent and Unreasonable Actions by Complainers Policy".

RESPONSE

Please see attached the redacted version of the Police Scotland Unacceptable, Persistent or Unreasonable Action by Complainers Standard Operating Procedure (SOP).

Specific parts of the document are considered to be exempt in terms of the Freedom of Information (Scotland) Act 2002 (the Act). Section 16 of the Act requires Police Scotland to provide you with a notice which: (a) states that it holds the information, (b) states that it is claiming an exemption, (c) specifies the exemption in question and (d) states, if that would not be otherwise

apparent, why the exemption applies. Where information is considered to be exempt, this letter serves as a Refusal Notice that information is held and an explanation of the appropriate exemption is provided below.

- **Section 30 (c) – Prejudice to Effective Conduct of Public Affairs**

To clarify, parts of Appendix 'M' have been redacted under Section 30.

Please be aware that details of internal processes have been redacted from the document in terms of Section 30(c) of the Freedom of Information (Scotland) Act 2002. This information has been redacted in order to ensure that internal processes are protected. Disclosure of this information would be likely to adversely affect internal processes which have been put in place to ensure the effectiveness of the complaints process.

I trust that the information available is of assistance and should you require any further assistance concerning this matter please contact me on 01463 720555 quoting the reference number given.

If you are not satisfied with the way in which your request has been dealt with, you are entitled in the first instance and within 40 working days of receiving this letter to request a review of the decision made by the Service. Should you wish to do so, contact details are; Police Scotland, FOI Central Processing Unit, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH. (Or email foi@scotland.pnn.police.uk).

Once informed of the review decision, if you are still not satisfied, then you are entitled to apply to the Scottish Information Commissioner within six months for a decision. The contact details are: Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS, telephone 01334 464610. Should you wish to appeal against the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

Yours sincerely

Andrene MacLeod
Information Management
Freedom of Information