

6 March 2015

Your Ref:

Our Ref: IM-FOI-2015-0292



Sir Stephen House QPM
Chief Constable

FOI Central Processing Unit
Clyde Gateway
2 French Street
Dalmarnock
G40 4EH

foi@scotland.pnn.police.uk

Dear

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002
SUBJECT: Complaints SOP

I refer to your email dated 6 February 2015 regarding the above which has been handled in accordance with the Freedom of Information (Scotland) Act 2002 (FOISA).

Please provide us with a copy of the Police Scotland Standard Operating Procedure on Complaints.

In response, please find the requested data attached.

I trust that the information available is of assistance and should you require any further assistance concerning this matter please contact me on 01786 895 863 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. 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

Andrew McCulloch
Lead Officer
Information Management
Freedom of Information