



## Complaint About the Police (CAP)

### 6 Stage Process

This form requires to be completed where:

1. You have received a complaint at Division and resolved it (front line resolution).

In this case, complete Stages 1-3 **only**, compile and send a final letter to complainer (no PIRC paragraph) and forward all documentation to the Professional Standards Department (PSD).

**Note** – If you receive a CAP at Division which is not resolvable, submit a Complaint Capture Form **only**, which can be found on the intranet home page and intranet PSD Documents page.

2. You have received a Complaint About the Police to investigate following assessment and completion of Stages 1-3 by the PSD.

Following investigation, complete Stages 4-6, compile and send a final determination letter to complainer (including PIRC paragraph), before forwarding all documentation to the PSD.

The only exception to number 2 above is where a criminal CAP (or criminal CAP with associated non criminal allegations) is received, as in these circumstances a CAAPD report requires to be submitted to the PF and a determination made by them before any further sections of this form can be completed. For further advice contact PSD.

The following Appendices contain information to assist with compilation of the 6 Stage form:

- Appendix 'A' – Allegation Category / Sub Category as required in Stages 2 and 4
- Appendix 'B' – Allegation and Subject Officer Outcomes / Determination as required in Stages 3 and 4.
- Appendix 'C' – Provides guidance regarding structure of letters as required in Stages 3 and 6

This form allows the user to add additional tables i.e. Additional Complainer (Stage 1), Initial Allegations (Stage 2) and Allegations (Stage 4). In order **to insert additional tables**, place cursor immediately below the section to be copied, press return 3 times, then place cursor on second line leaving a space between tables. Copy and paste. Repeat for additional tables.

Due to formatting limitations, check-boxes do not function in these additional copyable tables. Please mark the appropriate choices with an "X" in these tables as required.

To add additional Subject Officer's (Stage 2), place cursor on the outside of box '6' and press return.

**Please note:** All documentation and guidance **including sample forms** can be found at

<https://spi.spnet.local/policescotland/org-support/professional-standards/Pages/Documents.aspx>

(to open link, press Ctrl on keyboard and left click with mouse)

**RESTRICTED – WHEN COMPLETE****Stage 1 – Notification of Complaint**

Complainer No. 1				
Complainer Type	Complainer	<input type="checkbox"/>	Agent	<input type="checkbox"/>
	Parent or Guardian	<input type="checkbox"/>	Witness	<input type="checkbox"/>
Title				
Surname				
Forename(s)				
Date of Birth				
Place of Birth				
Address (including postcode)				
Telephone Number(s)				
Email Address				
Preferred Method of Contact				
Acknowledgement Letter Sent	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	If No, please explain below			

Additional Complainer No.		Not Applicable		
Complainer Type	Complainer			
	Parent or Guardian			
Title				
Surname				
Forename(s)				
Date of Birth				
Place of Birth				
Address (including postcode)				
Telephone Number(s)				
Email Address				
Preferred Method of Contact	Telephone			
Acknowledgement Letter Sent	Yes	No	If No, please explain below	

\*If additional complainers are to be included, add at this point in above format (copy / paste).

**RESTRICTED – WHEN COMPLETE**

**RESTRICTED – WHEN COMPLETE****Stage 2 – Recording and Initial Assessment****Complaint Received**

**Date Complaint Received**  
(by Police Service of Scotland)

**Complaint Received Via**

CAP Form ☐

Letter ☐

Email ☐

Memo ☐

Fax ☐

Online Form ☐

In Person ☐

Telephone ☐

**Staff Member Receiving Complaint**  
(name / rank / division)

**Name**

**Rank**

**Division**

**Subject Officer(s)**

**State PSI, Name and Division for each Subject**

1.

2.

3.

4.

5.

6.

(To add additional Subject Officers, place cursor on the outside of box 6 and press return).

**In later sections please refer to Subject Officers by their PSI number only.**

**Initial Allegation(s)**

**Allegation No. 1**

**Summary**  
(include date and locus)

**On Duty / Off Duty / Quality of Service** (select)

**Subject Officer(s)**

**Allegation Category**  
(Refer to Appendix 'A')

**Allegation Sub Category**  
(Appendix 'A')

**Does Allegation relate to a 'Stop / Search' interaction?**

Yes

☐

No

☐
**RESTRICTED – WHEN COMPLETE**

**RESTRICTED – WHEN COMPLETE**

<b>Allegation No.</b>		<b>Not Applicable</b>	
<b>Summary</b> (include date and locus)			
<b>On Duty / Off Duty / Quality of Service</b> (select)			
<b>Subject Officer(s)</b>			
<b>Allegation Category</b> (Refer to Appendix 'A')			
<b>Allegation Sub Category</b> (Appendix 'A')			
<b>Does Allegation relate to a 'Stop / Search' interaction?</b>	Yes	No	

If additional allegations to be included, add at this point in above format (copy / paste).

**Stage 3 – Assessment and Allocation**

<b>Assessment</b>	
<b>Date Complaint Received for Assessment</b>	
<b>Officer / Member of Staff Assessing Complaint</b>	
<b>Criminal Complaint</b>	<input type="checkbox"/>
<b>Non-Criminal Complaint</b>	<input type="checkbox"/>
<b>Front Line Resolution (Division)</b>	<input type="checkbox"/>

- For Front Line Resolution, complete Sections A-E below only.
- For unresolved complaints, go to 'Complaint Allocation' below.

<b>Front Line Resolution</b>	
<b>A. How was the complaint resolved?</b>	
<b>B. Allegation(s) Outcome(s)</b> Refer to Appendix 'B' – List each allegation and outcome. e.g. Allegation 1 – not upheld – concluded by explanation. Note, only QOS CAP's can be upheld by FLR	
<b>C. Subject Officer(s) Outcome(s)</b> Refer to Appendix 'B' – List each officer's PSI against relevant allegation number(s) and outcomes e.g. Allegation 1 – PSI 123456 – no action	
<b>D. Highlight any learning outcomes identified and any action that has been taken</b>	
<b>E. Date FLR letter sent to complainer</b>	

**No further sections require to be completed.**  
**Send documentation to PSD regional office.** (Details at Section 6)

**Complaint Allocation****Enquiry by PSD Resolution Unit**

e.g. enquiries to date and efforts made to resolve, rationale why not FLR, expectations of complainer if known

<b>CAP Sent to</b>	<b>Division from PSD Admin (date)</b>	
<b>E.O. Completion Date</b>		
<b>Date Complaint Received at Division for Allocation</b>		
<b>E.O. Allocated</b> <b>Note – Update PSD Admin when E.O. allocated</b>		

**RESTRICTED – WHEN COMPLETE****Stage 4 – Determination**

Please record all established allegations and determination.

<b>Allegation 1</b>	
<b>Summary</b> (include date and locus)	
<b>On Duty / Off Duty / Quality of Service</b> (select)	
<b>Subject Officer(s)</b>	
<b>Allegation Category</b> (refer to Appendix 'A')	
<b>Allegation Sub Category</b> (Appendix 'A')	
<b>Allegation Determination</b> Refer to Appendix 'B'. List each allegation and determination (e.g. Not upheld – concluded by explanation)	
<b>Officer Determination</b> Refer to Appendix 'B'. List each officer's PSI against relevant allegation number(s) and determination (e.g. PSI 1234567 – no action)	

<b>Allegation No.</b>		<b>Not Applicable</b>	
<b>Summary</b> (include date and locus)			
<b>On Duty / Off Duty / Quality of Service</b> (select)			
<b>Subject Officer(s)</b>			
<b>Allegation Category</b> (Refer to Appendix 'A')			
<b>Allegation Sub Category</b> (Appendix 'A')			
<b>Allegation Determination</b> Refer to Appendix 'B'. List each allegation and determination (e.g. Not upheld – concluded by explanation)			
<b>Officer Determination</b> Refer to Appendix 'B'. List each officer's PSI against relevant allegation number(s) and determination (e.g. PSI 1234567 – no action)			

If additional allegation tables required, use above format to record them (copy / paste).

**RESTRICTED – WHEN COMPLETE**

**Stage 5 – Identifying Organisational and Individual Learning**

**Organisational Learning Outcomes**

Have any organisational learning outcomes been identified? What are they and what action has been taken?

**Individual Learning Outcomes**

Have any individual learning outcomes been identified? What are they and what action has been taken?

Date file forwarded to Senior Officer



**RESTRICTED – WHEN COMPLETE****Stage 6 – Notification to Complainer**

Senior Officer		
Rank and Full name		
Date File Received by Senior Officer		
Senior Officer Comment (if required)		
Date Final Letter Sent to Complainer		
Have all Subject Officers / Staff been advised of the outcome?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is Consideration of Misconduct Required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes, please liaise with Chief Inspector, PSD		

**Please ensure all documentation is sent to your regional PSD office as listed below.**

<b>East</b>	Professional Standards Department (East) Fettes Police Station, 5 Fettes Avenue, Edinburgh EH4 1RB  Email: <a href="mailto:ComplaintsConductEdinburgh@Scotland.pnn.police.uk">ComplaintsConductEdinburgh@Scotland.pnn.police.uk</a> (to open link, press Ctrl on keyboard and left click with mouse)
<b>North</b>	Professional Standards Department (North) C / O Mail Room, Queen Street Police Station, Aberdeen AB10 1ZA  Email: <a href="mailto:ComplaintsConductAberdeen@Scotland.pnn.police.uk">ComplaintsConductAberdeen@Scotland.pnn.police.uk</a> (to open link, press Ctrl on keyboard and left click with mouse)
<b>West</b>	Professional Standards Department (West) Clyde Gateway, 2 French Street, Dalmarnock, Glasgow G40 4EH  Email: <a href="mailto:ComplaintsConductGlasgow@Scotland.pnn.police.uk">ComplaintsConductGlasgow@Scotland.pnn.police.uk</a> (to open link, press Ctrl on keyboard and left click with mouse)

**PSD Administration Team**

Date Completed File Passed from Division to PSD	
Date Complaint Closed on Centurion	

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