

A Guide to making complaints to the Scottish Police Authority

Introduction

We are committed to ensuring the best possible policing service is delivered throughout Scotland. We appreciate however that there may be times when you are unhappy with the service provided and, if so, you should feel confident about making a complaint. The information contained in this guide will help you to understand the complaints process and explain if your complaint should be made to the SPA, Police Scotland or somewhere else.

If you do wish to make a complaint to the SPA we want to hear from you. Once we receive your complaint we will respond promptly, treat you with fairness and courtesy, and keep you informed of progress.

The SPA can deal with complaints about:

- A senior police officer of Police Scotland, (Assistant Chief Constable, Deputy Chief Constable or the Chief Constable)
- A staff member of the SPA
- The SPA itself

The SPA cannot deal with complaints about:

- A police officer of Police Scotland (Chief Superintendent rank or below)
- A Special Constable
- Police staff working within Police Scotland
- Police Scotland itself
- Other police bodies operating within Scotland such as the British Transport Police

Complaints relating to any of the matters above require to be handled in the first instance by Police Scotland or other police body.

How to make a complaint to the SPA

The SPA is committed to making it simple and quick for you to contact our complaints department. You can contact us in a number of ways:

- Email: complaints@spa.pnn.police.uk
- Letter: Complaints Department
The Scottish Police Authority
1 Pacific Quay
Glasgow
G51 1DZ
- Online: By completing and submitting our online complaints form at:
www.spa.police.uk
- Telephone: 01786 896 630

SPA Complaints Procedure

Separate complaints processes are used to handle different types of complaint. Once your complaint is received, it will be assessed to establish which process will be followed to handle your complaint.

In assessing your complaint, our complaints department may have to contact you to obtain further details about your complaint.

Our complaints department will also consider if an early resolution is possible. This means that, with your agreement, the matter may be resolved at an early stage without the need to proceed through our full complaints process.

You can find full details of our complaints procedure on our website at:

www.spa.police.uk

Timescales

We will aim to acknowledge your complaint within 3 working days and deal with your complaint within 40 working days. This may take longer depending on the complexity and seriousness of the complaint.

Police Investigations & Review Commissioner (PIRC)

The PIRC carries out independent reviews of the way in which complaints about the police are handled. The PIRC also ensures that the SPA, Police Scotland, and other police bodies, have suitable systems in place for handling complaints.

If you are not happy with the handling of your complaint

If you are not happy with the way the SPA dealt with your complaint, you may ask the PIRC to review the way your complaint was handled.

If you decide to contact the PIRC, you must submit an application form to them within 3 months of the date on which the SPA communicated its response to your complaint. The contact details for the PIRC are:

Telephone: 01698 542900
Email: enquiries@pirc.gsi.gov.uk
Online: www.pirc.scotland.gov.uk
Post: PIRC
2nd Floor, Hamilton House
Caird Park
Hamilton
ML3 0QA