



SCOTTISH POLICE
AUTHORITY
ÙGHDARRAS POILIS NA H-ALBA

2 Clyde Gateway
French Street
Glasgow
G40 4EH

LETTER SENT BY EMAIL ONLY

3 September 2025

FOI Ref 2025/26-063

Request

Your initial request for information dated 22 August 2025 is copied below.

How many times during the last two years, since 2023, has the SPA refused to pass a complaint to Police Scotland.

A response was issued on 25 August 2025 seeking the following clarification:

We would like to assist further with your request therefore our business areas require clarity regarding the scope of your request.

The circumstances by which the Scottish Police Authority (SPA) would pass a 'complaint' to Police Scotland would be matters where the SPA are not the responsible authority.

The SPA is only responsible for dealing with complaints about the Authority, SPA Corporate staff, Forensics Services staff, and senior police officers of Assistant Chief Constable rank and above.

The SPA would never fail to pass a complaint for which it was not responsible back to Police Scotland and deal with it itself.

Following the request for clarification your response received on 28 August 2025 is copied below.

You state that you take cases as stated, so how many have you refused to take in the last three months.

As with any case, please advise the procedure if they refuse to reply.

Response

The Scottish Police Authority has considered your request under the Freedom of Information (Scotland) Act (FOISA).

The Authority is responsible for handling relevant complaints about the Authority, SPA Corporate staff, Forensics Services staff and senior police officers of Assistant Chief Constable rank and above.¹ Police Scotland is responsible for handling relevant complaints about Police Scotland, Police Scotland staff and Police Scotland officers below Assistant Chief Constable rank.

As previously advised, in no case would the Authority deal with a complaint for which it was not the responsible authority.

Information held shows that in the three-month period prior to 28 August 2025, the Authority received 33 complaints for which Police Scotland was the responsible authority. In all instances, complainers were directed to Police Scotland's [complaint page](#) for further information on how to submit a complaint. However, where complainers required assistance, their complaint was passed to Police Scotland by the Authority's complaints team on their behalf. Responsibility thereafter rests with Police Scotland.

Both the Authority and Police Scotland must comply with statutory guidance issued by the [Police Investigations & Review Commissioner](#) (PIRC). Where an individual is not satisfied that their complaint has been handled satisfactorily by either organisation, they are able to request a complaint handling review by the PIRC. Where the PIRC determines that a complaint has not been handled reasonably, it may make recommendations back to the relevant authority up to and including its reconsideration.

Right to Review

If you are dissatisfied with the outcome of your request, you can ask for a review within 40 working days. You must specify the reason for your dissatisfaction and submit your request by email to foi@spa.police.uk or by letter to Scottish Police Authority, 1 Pacific Quay, Glasgow, G51 1DZ.

If you remain dissatisfied after review, you can appeal to the Scottish Information Commissioner within six months. You can apply [online](#), by email to enquiries@foi.scot or by letter to Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

¹ [SPA Complaints Handling Procedures | Scottish Police Authority](#)

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Should you wish to appeal against the Commissioner's decision, you can appeal to the Court of Session, only if you think the law has not been applied correctly.

This response will be posted to our [Disclosure Log](#) after seven days.

Yours faithfully

Scottish Police Authority

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