



Complaints and Conduct Committee

Public Rolling Action Log

Action No	Action	Action Owner	Status	Expected Date of Completion	Update/Comments
Meeting Held 27 February 2025					
20252702 - CCC-001	PIRC Report: Ensure the full SPA Board are made aware of the Revision to Law for Corroboration and the wider implications in relation to policing practice.	Chief Superintendent Helen Harrison	OPEN	5 June 2025	28.05.2025 - PSD SSD Engaging with CJSD requesting a report be made available to highlight the wider implications of the changes to corroboration to the SPA Board. Propose ongoing.
20252702 - CCC-002	Operation Glade: Ensure future reports include data on unallocated cases and progress in addressing the backlog. In addition, consider how the backlog of non-criminal complaints can be best presented and include within future performance reports, noting the numbers coming into PSD and how they are being allocated. As part of this information, provide a clearer explanation around the treatment	Chief Superintendent Helen Harrison	OPEN	5 June 2025	28.05.2025 - Amendments made to the Performance Report (Item 3) to include additional data and additional data in Op Glade report (Item 6). Propose to close.

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	of new complaints against historic complaints in terms of decision making and prioritisation to ensure complaints are being handled to appropriate timeframes				
20252702 - CCC-003	Workplan: Work with Police Scotland colleagues to produce a proposal for Member consideration in respect of the frequency of reports, noting an opportunity to spread reporting over the year and make agendas more focused.	Darren Patterson	OPEN	5 June 2025	28.05.2025 - SPA officials have met with PS to discuss principles for future reporting, covering both content of standing quarterly/annual reports and scheduling of agreed additional reports. Following receipt of proposals from PS, SPA officials will share with Members seeking agreement to implement. Propose ongoing.
Meeting Held 14 November 2024					
20241411 - CCC-001	Performance: Link in with Policing Together colleagues and report back on the level of investigation in relation to allegation outcomes for discriminatory behaviour. Within this feedback include data linkages (user satisfaction, complaints and protected characteristics) to gain an understanding of what is being recorded, particularly during stop and search and vehicle stops.	Chief Superintendent Helen Harrison	ONGOING	Feb 2025 5 June 2025	21.02.25: Policing Together progressing dip sample review of relevant investigations. Awaiting feedback and will provide update at next meeting. 28.05.25 - Review by Policing Together is still on going. Propose ongoing

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20241411 - CCC-002	Performance: PSD staff to link in with SPA staff to take forward a dip sampling piece of work in relation to discrimination to ensure an extra level of assurance in this area.	Chief Superintendent Helen Harrison/ Darren Paterson	ONGOING	Feb-2025 5 June 2025	21.02.25: From Police Scotland – awaiting results of action 1 and will then progress further discussion. 28.05.2025 - This action awaits the outcome from 20241411-CCC-001 (above). Propose ongoing
20241411 - CCC-003	Performance: Provide the committee with more data in relation to reasons for dissatisfaction to provide members with a fuller picture. In addition, advise members how the new resource is impacting on dissatisfaction to identify trends on a 6 monthly/annual basis.	Chief Superintendent Helen Harrison	ONGOING	Feb-2025 5 June 2025	21.02.25: Work ongoing. 28.05.2025 - Additional data collated in a standalone survey report attached to this action log. Propose to close.
20241411 - CCC-006	PIRC 6-Stage Process Audit Action & Improvement Plan: Provide analysis and reassurance around Police Scotland's assessment of complaints within future performance reports. In doing this providing an understanding that categorisation and approach to the type of allegations are correct and fulfilling what is needed to capture the data.	Chief Superintendent Helen Harrison	ONGOING	Feb-2025 5 June 2025	21.02.25: Review ongoing of information provided – action still on going. 28.05.2025 - Additional information included in the Op Glade report (Item 6). Propose to close.

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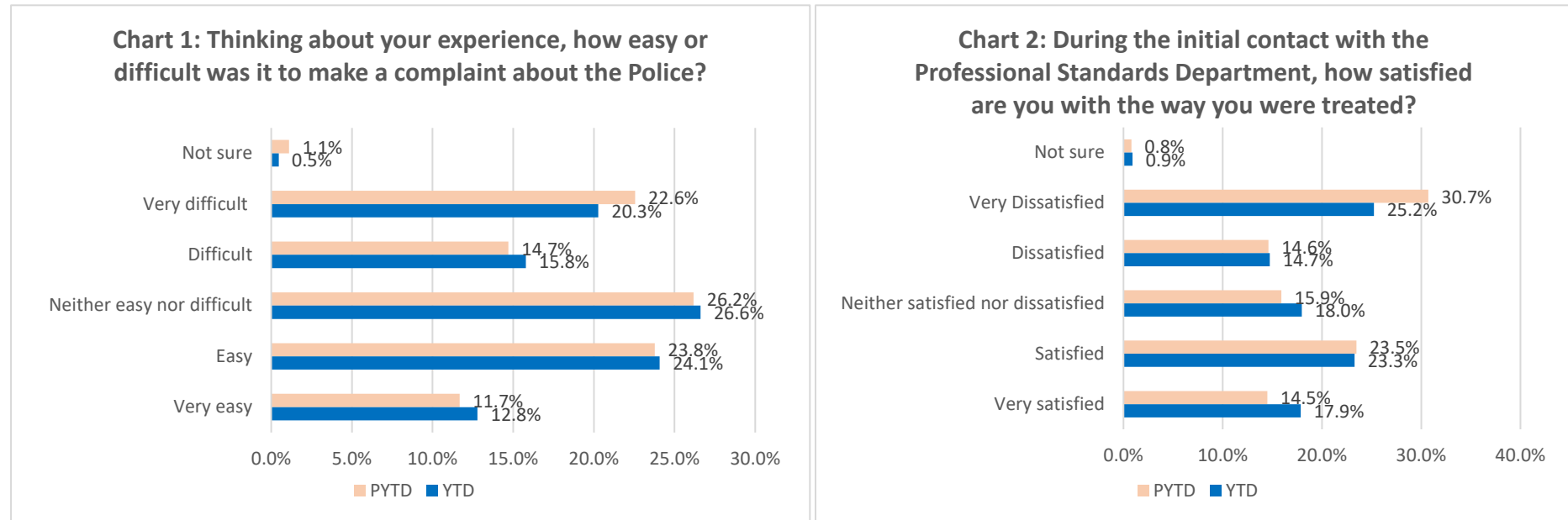


Professional Standards (PSD) Complaints User Satisfaction Survey Report - Quarter 4 of 2024/25

Meeting Date: 05 June 2025

Responses to Complaints User Satisfaction Survey

Of the 4,190 complainers contacted YTD with an invitation to complete a Complaints User Satisfaction Survey, 868 responses were received (20.7%). This response rate remains relatively stable, when compared to the PYTD (21.1%).



As per Chart 1, the rate of complainers surveyed YTD who reported that they considered it was easy (24.1%) or very easy (12.8%) to make a complaint about the Police was a combined total of 36.9%. Those rates have both increased slightly from the PYTD (23.8% and 11.7% respectively).

As per Chart 2, the rate of complainers surveyed YTD who reported that they were satisfied (23.3%) or very satisfied (17.9%) with the way they were treated during initial contact with PSD was a combined total of 41.1%. Although rate of those satisfied was very closely matched to the PYTD (-0.2%), those very satisfied represented a clear increase from the PYTD (+3.4%).

As per Chart 3, 48.2% of complainers surveyed YTD reported that they felt staff properly understood their complaint (down from 49.3% PYTD). The remainder YTD either did not properly understand (46.9%) or were not sure (5.0%).

As per Chart 4, 30.3% felt that PSD provided an appropriate response to their complaint (an increase from the PYTD rate of 25.4%). The remainder either did not feel they received an appropriate response to their complaint (55.2%) or were not sure (14.5%).

Responses to Complaints User Satisfaction Survey

Chart 3: Did you feel staff properly understood your complaint?

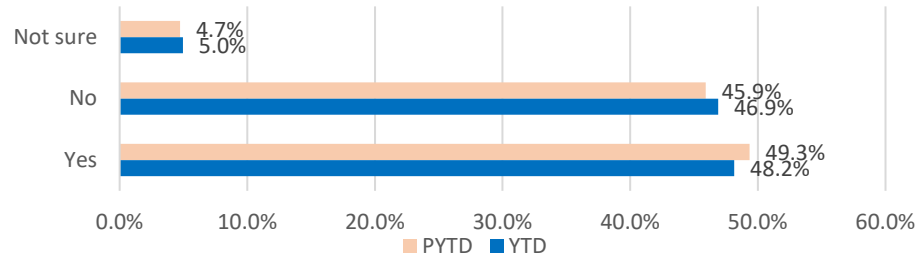
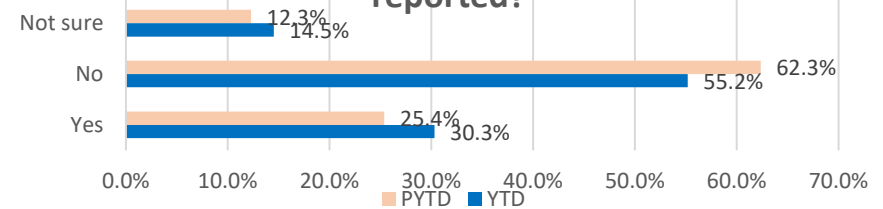


Chart 4: Do you feel that the Professional Standards Department provided an appropriate response to the complaint you reported?



As per Chart 5, 27.1% felt that they were adequately informed about the progress made with their complaint (an increase from the PYTD rate of 26.2%). The remainder did not feel that they were adequately informed (61.6%) or were not sure (11.3%).

As per Chart 6, a combined total of 39.3% YTD reported being satisfied (18.7%) or very satisfied (20.6%) with the way they were treated by the officers who dealt with their complaint. Although those satisfied increased marginally from the PYTD (+0.1%), those very satisfied represented a clear increase from the PYTD (+4.2%). Of the remainder YTD, a combined rate of 41.1% were dissatisfied or very dissatisfied, with a further 19.6% neither satisfied nor dissatisfied.

Chart 5: Do you feel you were adequately informed about the progress made with your complaint?

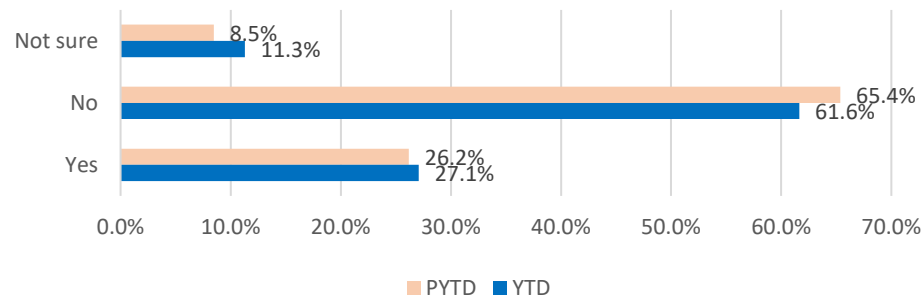
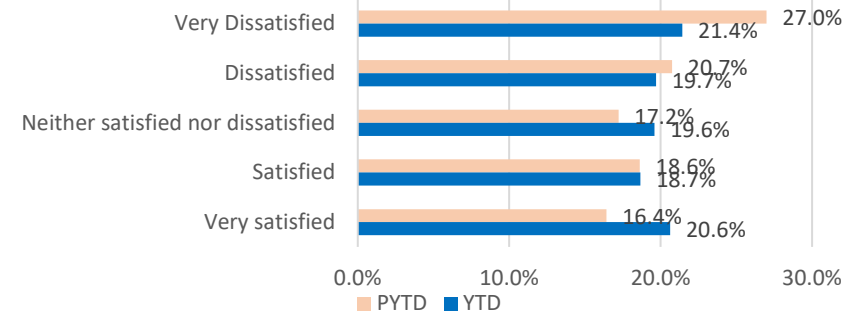


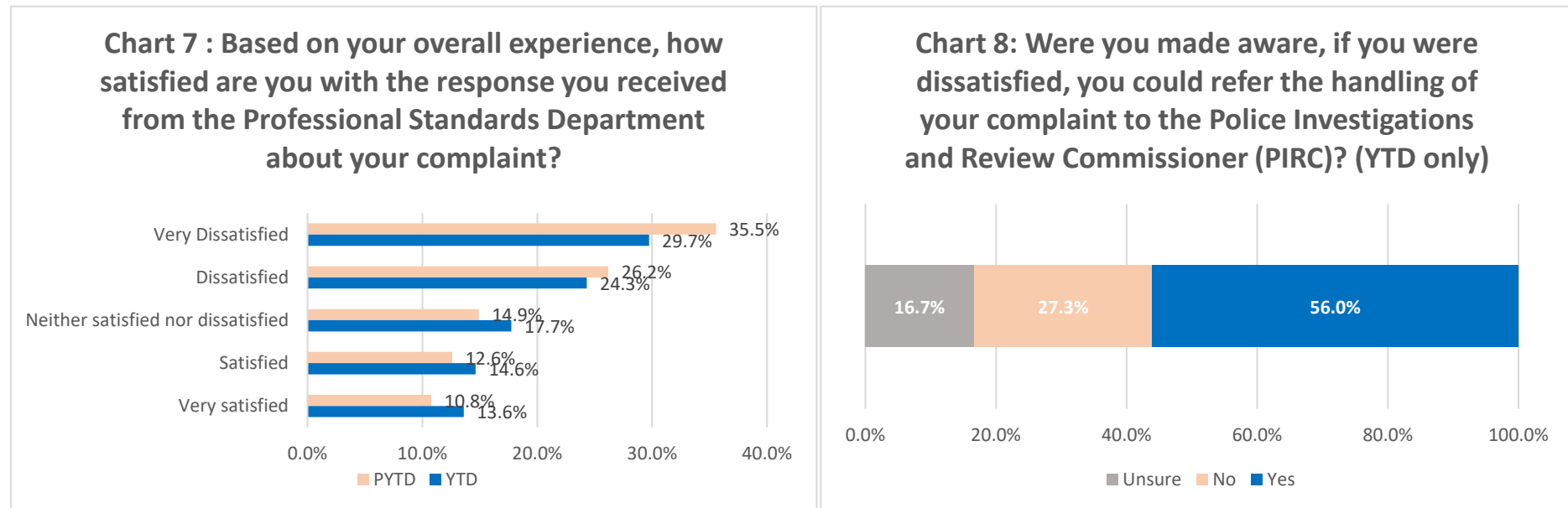
Chart 6: How satisfied are you with the way you were treated by the officers who dealt with your complaint?



Responses to Complaints User Satisfaction Survey

As per Chart 7, a combined total of 28.2% of complainers surveyed YTD reported being satisfied (14.6%) or very satisfied (13.6%) with the overall response received from PSD about their complaint. Those respondents satisfied (+2.0%) and very satisfied (+2.8%) both represent a clear increase from the PYTD. Of the remainder YTD, a combined rate of 54.0% were dissatisfied or very dissatisfied, with a further 17.7% neither satisfied nor dissatisfied.

As per Chart 8, 56.0% of complainers surveyed YTD attached to non-criminal complaint allegations were aware that – if remaining dissatisfied - they could refer the handling of their complaint to PIRC. The remainder were either not aware (27.3%) or were not sure (16.7%).



Open questions with non-mandatory free-text responses are also included in the monthly survey waves. The key themes which have been identified from those free-text responses in the latest quarter are as follows:

- Lack of contact or regular update regarding the complaint submitted, including the length of time taken to progress complaints.
- Lack of notification regarding the outcome of the complaint, including feedback on the course of action taken with respect of the subject officers and confirmation that this has occurred.
- Lack of improvement/resolution regarding the matter initially reported to Police, following the submission of complaint.

Responses to Complaints User Satisfaction Survey

- Difficulty in navigating the Police Scotland website and locating the complaints form.

All free-text comments are reviewed and assessed, with a view to identifying common themes such as those detailed above. Those, along with the responses to the closed question-set, are thereafter cascaded accordingly, including to inform training packages for both PSD officers/staff and across the organisation more widely. Doing so on a routine basis ensures that the feedback received is a central tenet of ongoing organisational learning, in this instance gained directly and systematically from the first-hand experience of service users.

Respondent Demographics

Chart 9: Respondents YTD, by Age Group

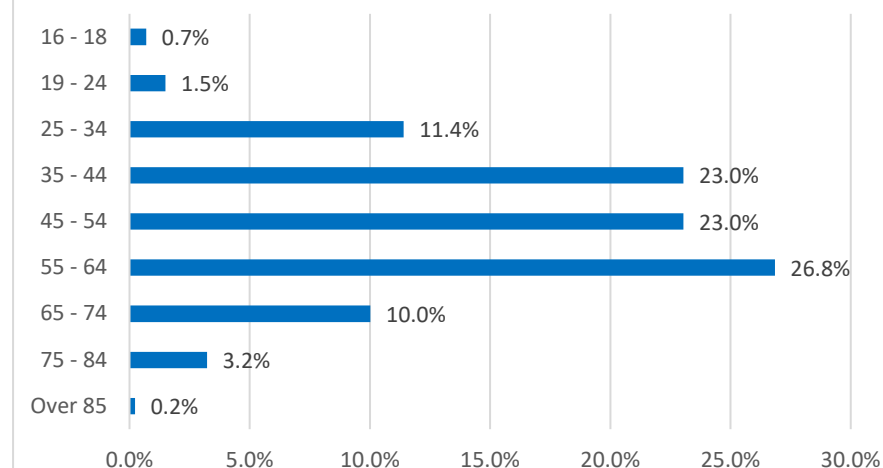
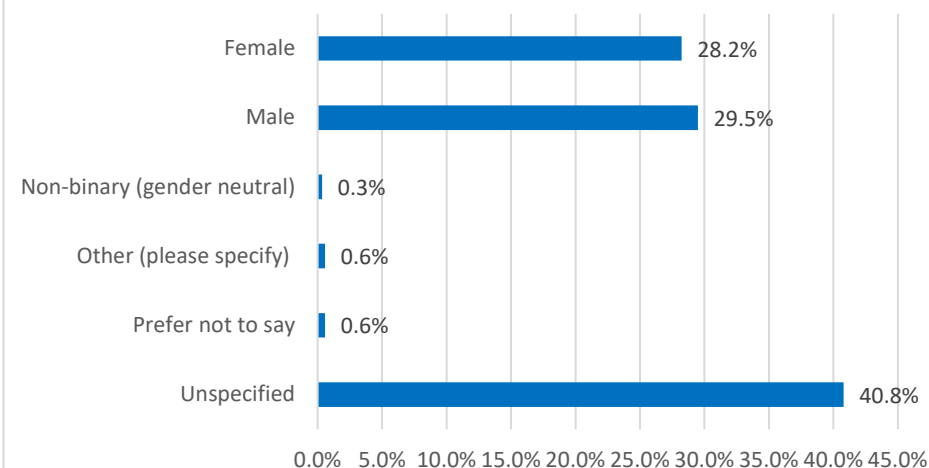


Chart 10: Respondents YTD, by Gender



Responses to Complaints User Satisfaction Survey

Chart 11: Respondents YTD, by Sexual Orientation

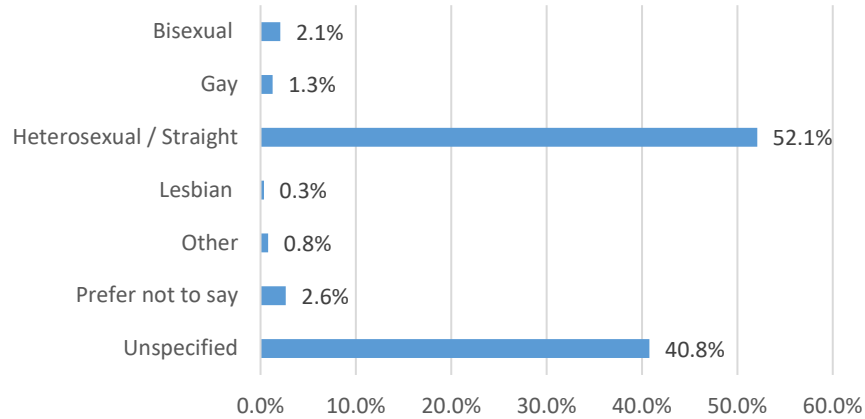


Chart 12: Respondents YTD, by Physical/Mental Health Conditions lasting over 12 months

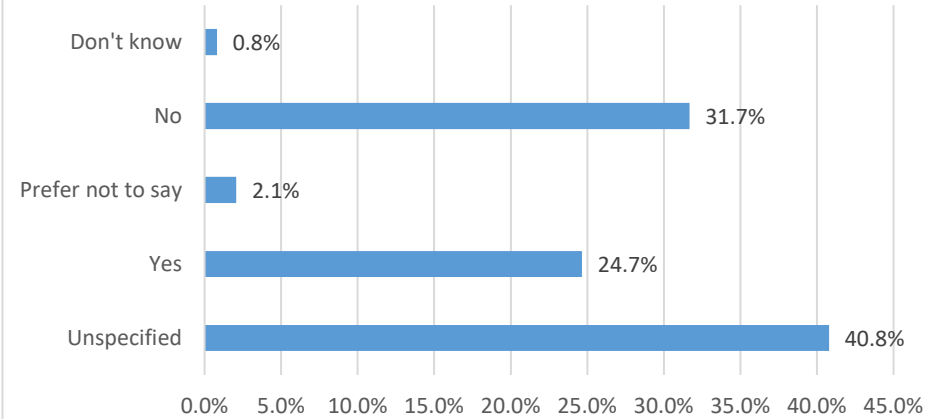


Chart 13: Respondents YTD, by Ethnic Group

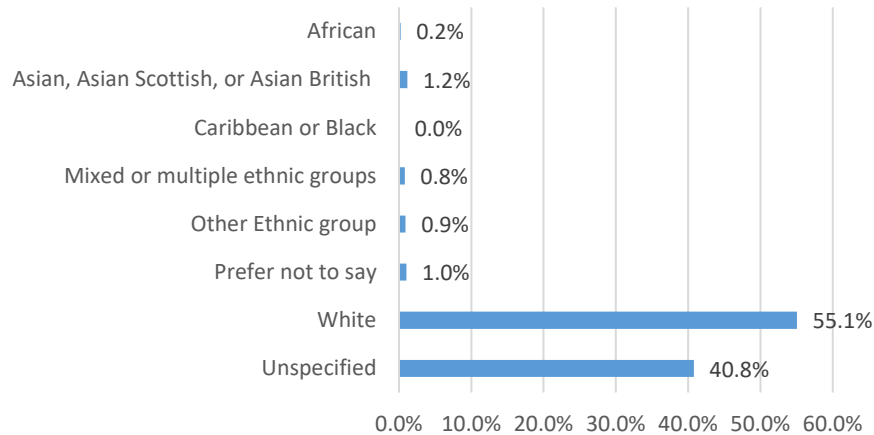
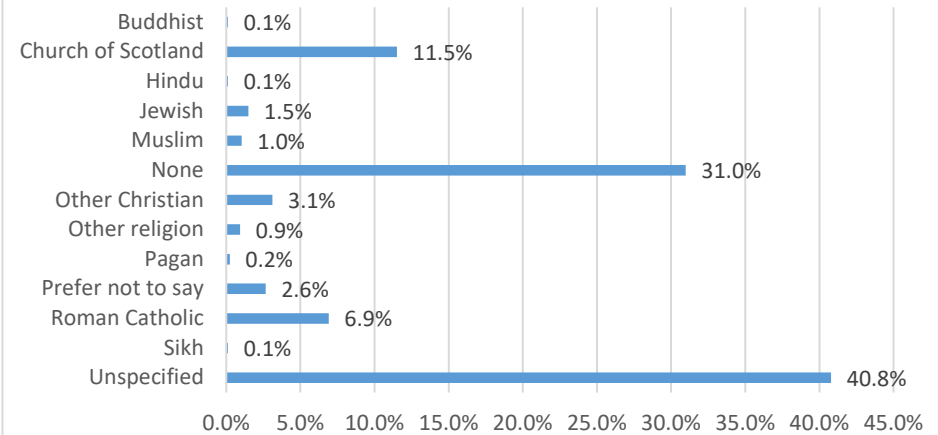


Chart 14: Respondents YTD, by Religion Group



Responses to Complaints User Satisfaction Survey

A breakdown of demographics for Complaints User Satisfaction Surveys completed YTD are detailed above in charts 9 to 14. These questions do not require a mandatory response and are provided at the discretion of the respondent.

Of note are the following:

- Age groups of respondents:
 - The highest volumes are found in those aged 55-64 (26.8%), closely followed by those aged 35-44 (23.0%) and 45-54 (23.0%).
- Gender of respondents:
 - Male (29.5%) and female (28.2%) are closely matched, however the biggest proportion was 'unspecified' (40.8%).
- Sexual orientation:
 - Heterosexual/straight (52.1%) and 'unspecified' (40.8%) account for the majority of respondents.
- Physical/mental health conditions lasting over 12 months:
 - The highest proportion was 'unspecified' (40.8%). However, a larger proportion of responses cited they did not have such conditions (31.7%) compared to those who cited that they did (24.7%).
- Ethnic group:
 - The vast majority of respondents answered White (55.1%) or left the question as 'unspecified' (40.8%).
- Religion group:
 - The majority of respondents left this question as 'unspecified' (40.8%) or responded that they were of none (31.0%).
 - Of the remainder, Church of Scotland (11.5%), Roman Catholic (6.9%) and Other Christian (3.1%) were the most prominent groups cited by respondents.

END OF REPORT