



## LETTER SENT BY E-MAIL ONLY

17 September 2024

2024/25-059

## Freedom of Information (Scotland) Act 2002

### Request

Please find below our response to your correspondence dated 11 September, in which you made the following request under the Freedom of Information (Scotland) Act 2002.

- “1) Complaint policy and procedure - personnel involved, flowcharts for procedure.
- 2) How her complaint is filed at the SPA - e.g. thematically, if so what key words who has sight of the complaint
- 3) How is risk assessed in respect to allegations - e.g. [named individual] system
- 4) Whether there are complaints raising similar themes - unlawful use of surveillance and interactionist methods by [named individual] in SPA complaints”

### Response

The Scottish Police Authority has considered your request for information and is able to provide the following.

#### **You requested “Complaint policy and procedure - personnel involved, flowcharts for procedure.”**

The information requested can reasonably be obtained.<sup>1</sup>

To assist, links are provided to the [SPA Complaints Policy](#) and [SPA Complaints Handling Procedure](#) available on the Authority’s website.

The SPA Complaints team handle complaints as set out in the Complaints Handling Procedure. A flowchart of the process is provided at Appendix 1 of the Procedure.

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<sup>1</sup> This represents a notice in terms of Section 25 of the Freedom of Information (Scotland) Act 2002 - where information is already available, there is no need to provide an alternative right of access to it through FOISA.

**You requested “How her complaint is filed at the SPA - e.g. thematically, if so what key words who has sight of the complaint”**

Complaints are filed with a unique numerical reference number and the name of the individual who has raised the complaint.

**You requested “How is risk assessed in respect to allegations”**

The approach to assessment of complaint allegations is set out on pages 10-12 and Appendix 1 of the Complaint Handling Procedure.<sup>2</sup>

**You requested “Whether there are complaints raising similar themes - unlawful use of surveillance and interactionist methods by [named individual] in SPA complaints”**

No similar complaints have been received.<sup>3</sup> We would note that the matters described do not fall within the Authority’s complaints remit.

**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](mailto: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](mailto:enquiries@foi.scot) or by letter to Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS

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

**SPA Corporate Management**

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<sup>2</sup> This represents a notice in terms of Section 25 of the Freedom of Information (Scotland) Act 2002 - where information is already available, there is no need to provide an alternative right of access to it through FOISA.

<sup>3</sup> This represents a notice in terms of Section 17 of the Freedom of Information (Scotland) Act 2002 - Information not held.