



LETTER SENT BY E-MAIL ONLY

4 March 2024

2023/24-106

Freedom of Information (Scotland) Act 2002

Request

Please find below our response to your correspondence dated 29 February 2024, in which you made the following request under the Freedom of Information (Scotland) Act 2002.

Copy of policy document of internal SPA public complaints process and timeframes required.

Response

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

The information requested can reasonably be obtained.¹

To assist, links are provided. Information on making a [complaint about policing in Scotland](#) is publicly available on the Authority's website. For those complaints which the Authority is responsible for handling there is a [Complaints Policy](#) and [Complaints Handling Procedures](#). See Appendix 1 of the Complaints Handling Procedures for the complaints process (page 24) and Appendix 2 for indicative timescales (page 25).

Right to Review

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

¹ 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.

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@itspublicknowledge.info 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

