

This report presents information on complaints about **Grampian Police** for the year 1 April 2012 to 31 March 2013.

1 All complaints

- At 517, the total number of complaint cases received by Grampian Police in 2012-13 is down -12.8 per cent on last year, compared with an overall decrease for Scotland of -1.7 per cent.
- At 1,028, the total number of complaint allegations received by the force in 2012-13 is down -3.7 per cent on the previous year compared with an overall decline for Scotland of just -0.5 per cent.
- The majority of allegations received concerned on-duty conduct (85.2 per cent), followed by 14.6 per cent about the quality of service and just 0.2 per cent for off-duty conduct.
- Most of its on- and off-duty allegations received were directed at police officers (94.8 per cent), followed by 6.0 per cent at police staff and 0.9 per cent at special constables¹.
- At 1,033, the number of all allegations disposed of is down -11.8 per cent on last year, compared with a rise of just 0.9 per cent nationally.

Table 1: Summary statistics: Grampian Police, 2007-08 to 2012-13²

Fiscal year	07-08	08-09	09-10	10-11	11-12	12-13
Complaint cases recorded	413	582	631	641	593	517
Complaint allegations received: on duty	479	890	857	827	806	876
Complaint allegations received: quality of service	131	235	259	200	245	150
Complaint allegations received: off duty	37	62	19	11	16	2
Complaint allegations received: total	647	1,187	1,135	1,038	1,067	1,028
Complaint allegations disposed of: on duty	318	664	952	833	918	881
Complaint allegations disposed of: quality of service	103	166	285	184	241	145
Complaint allegations disposed of: off duty	32	49	30	18	12	7
Complaint allegations disposed of: total	453	879	1,267	1,035	1,171	1,033
Complaint cases recorded per 10k population: Grampian	7.7	10.8	11.6	11.6	10.8	9.3
Complaint cases recorded per 10k population: Scotland	8.3	9.4	8.8	8.1	8.4	8.2
Complaint allegations received per 10k population: Grampian ³	12.1	22.0	20.8	18.9	19.4	18.5
Complaint allegations received per 10k population: Scotland ⁴	13.3	16.6	14.8	13.4	15.2	15.0

Reasons for differences in these statistics vary and may include the nature and extent of training undertaken by staff, new procedures becoming established or fluctuating public confidence in reporting dissatisfaction:

- This year has seen a further drop in Grampian Police's rate per 10,000 population of cases received. Even so, it continues to sit above the national average.
- Despite a fall in its rate per 10,000 population of allegations received this year, the force also continues to sit well above the national average here too.

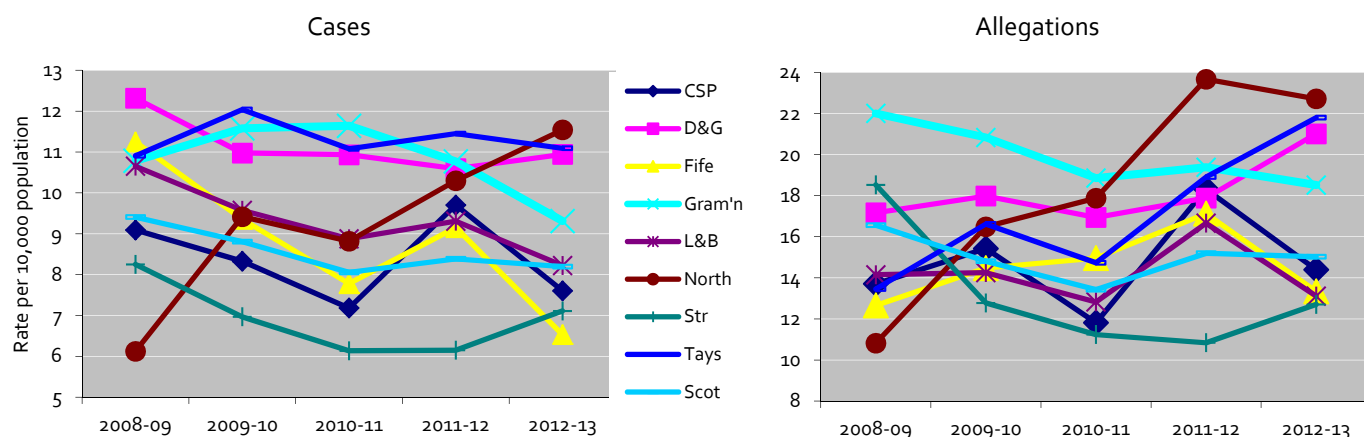
^[1] A single allegation may be directed at more than one member of a police force – hence percentages may not add up to 100%.

^[2] Complaints prior to April 2007 were recorded under an earlier definition that did not include off-duty and quality of service complaints.

^[3] Following recalculation, revised figures are presented for allegations prior to 2009/10 from those in the 2008/09 version of this report.

^[4] Following recalculation, revised figures are presented for allegations prior to 2009/10 from those in the 2008/09 version of this report.

Figure 1: Complaints received per 10k population for all forces and Scotland overall, 2007-08 to 2012-13



2 On-duty complaints

- A total of 85.2 per cent of all allegations received by Grampian Police in 2012-13 were allegations concerning on-duty conduct – fairly similar to the 84.5 per cent for Scotland as a whole.
- At 876, the number of on-duty allegations received by the force in 2012-13 is up 8.7 per cent on last year compared with an overall increase for Scotland of 2.8 per cent.
- The majority of on-duty allegations received were directed at *police officers* (94.7 per cent compared with 95.7 per cent for Scotland as a whole), followed by 6.1 per cent at *police staff* (5.1 per cent for Scotland) and 0.9 per cent at *special constables* (0.7 per cent for Scotland)⁵.
- At 881, the number of on-duty allegations disposed of is down -4.0 per cent on last year, compared with a 3.5 per cent increase nationally.
- The most common types of allegation against on-duty members of the force disposed of were allegations of *irregular procedure* (43.1 per cent), *incivility* (17.8 per cent) and *oppressive conduct* (9.3 per cent).
- The most common disposal outcomes of these allegations were *concluded by explanation* to the complainer⁶ (50.6 per cent), *unsubstantiated /not upheld due to insufficient evidence*⁷ (33.4 per cent), *withdrawn by complainer* (7.9 per cent).

Table 2': Top three allegations types closed by Grampian Police, 2007-08 to 2012-13

Fiscal year	07-08	08-09	09-10	10-11	11-12	12-13
Irregular procedure - number disposed of	59	154	220	298	350	380
Percentage change on previous year (%)	-7.8	161	42.9	35.5	17.4	8.6
Incivility - number disposed of	69	149	221	178	190	157
Percentage change on previous year (%)	-25	115.9	48.3	-19.5	6.7	-17.4
Oppressive conduct - number disposed of	54	73	107	84	80	82
Percentage change on previous year (%)	-52.6	35.2	46.6	-21.5	-4.8	2.5

- This is the fifth consecutive year in which disposals of irregular procedure allegations have risen in Grampian.
- A -36.9 per cent drop in neglect of duty ahas caused it to lose its third place to oppressive conduct. Most types of allegation disposed of show fluctuations over the last four years or so, making it difficult to identify any firm trends.
- Where there is further sign of consistency is with other non-criminal allegations, which have risen more or less annually for the last five years.

^[5] A single allegation may be directed at more than one memt

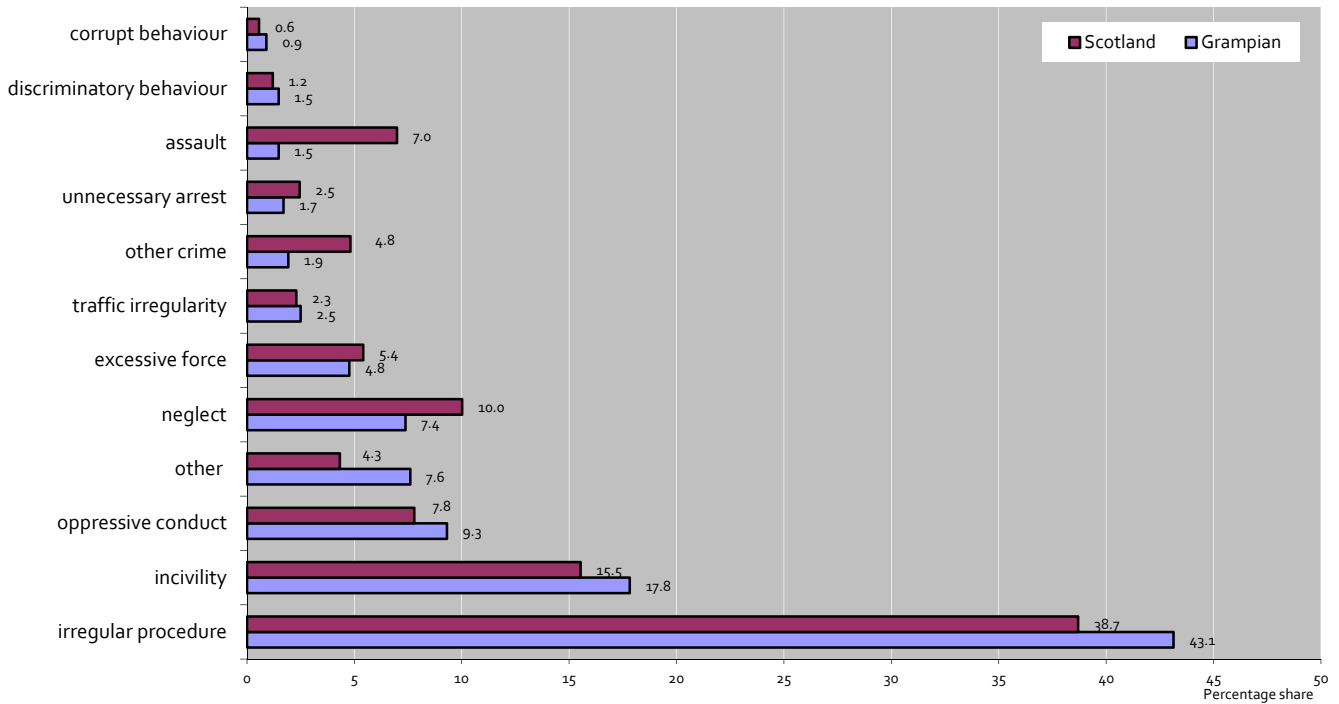
^[6] Resolved by explanation may now include allegations concluded by explanation, regardless of whether or not they were upheld.

^[6] NB: Large percentage changes can be a consequence of small raw numbers.

^[7] "Unsubstantiated" is in the process of being replaced by new closure code 'not upheld due to insufficient evidence'.

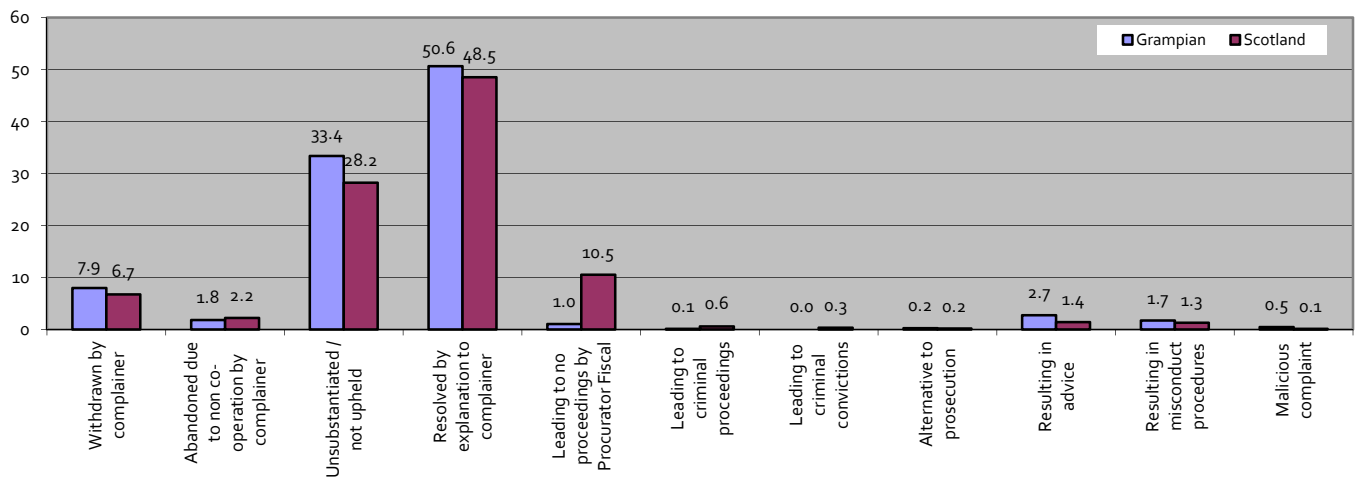
- The force has a higher than (Scottish) average share of disposed of allegations of irregular procedure, incivility, oppressive conduct and other allegations.
- The force has a lower than (Scottish) average share of most other disposed of allegations, particularly those of assault (the lowest proportion in Scotland), other crime and neglect of duty.

Figure 2: Percentage share of on-duty allegations disposed of - Grampian and Scotland 2012-13



- The largest proportion of allegations disposed of by Grampian Police in 2012-13 is no longer those that are *unsubstantiated / not upheld due to insufficient evidence*⁷ but those concluded by explanation to complainers (50.6 per cent). Most Scottish forces have experienced similar changes - a reduction in *unsubstantiated/not upheld* and a rise in *resolved/concluded*. As a result the national average for resolved disposals has risen from 20.6 last year to 48.5 per cent and that for *unsubstantiated/not upheld* disposals has fallen from 43.8 to 28.2 per cent.
- Also falling is the force's proportion of disposals *resulting in advice* being given to a member of the force, which had been rising annually but this year lost almost 18 percentage points. The same picture - of past annual increases followed by a sharp drop in 2012-13 - can be seen for Scotland as a whole.
- Elsewhere, the force continues to exhibit the lowest share in Scotland of disposals *leading to a "no proceedings"* decision by the area procurator fiscal.

Figure 3: Outcomes of on-duty allegations - Grampian and Scotland, 2012-13



3 Off-duty complaints

- The proportion of allegations received by Grampian Police in 2012-13 concerning off-duty conduct remains the lowest in Scotland for the fourth successive year, at just 0.2 per cent. The proportion for Scotland as a whole fell to 3.1 per cent.
- At just two, the number of off-duty allegations received by the force in 2012-13 fell year-on-year by -87.5 per cent compared with an overall fall for Scotland of -31.9 per cent. The number disposed of, seven, was also down (by -41.7 per cent) on last year, compared with a fall of -19.2 per cent nationally.
- Both allegations received were directed at *police officers*.
- Of the seven allegations disposed of, only one (14.3 per cent) was of a criminal nature compared with 73.4 per cent nationally. Two resulted in action being taken, the others being *unsubstantiated / not upheld*⁷ or *resolved*.

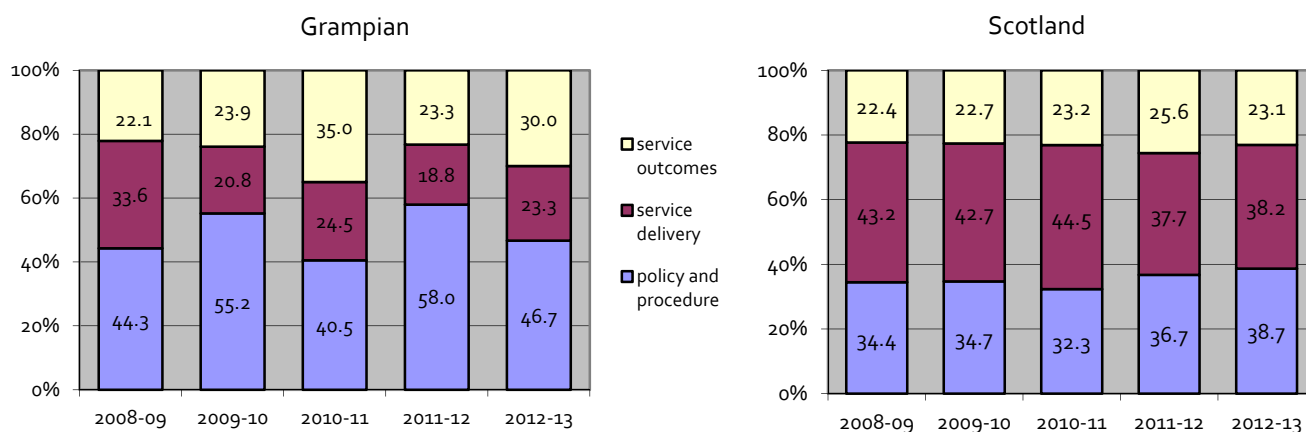
Table 3: Outcomes of all off-duty allegations - Grampian and Scotland, 2009-10 to 2012-13

Fiscal year ⁷	Grampian				Scotland			
	09-10	10-11	11-12	12-13	09-10	10-11	11-12	12-13
% Action taken	46.7	55.6	0.0	28.6	52.9	51.3	50.7	39.3
% Unsubstantiated / Not upheld	40.0	38.9	50.0	42.9	30.1	37.6	38.2	47.6
% Resolved	13.3	0.0	0.0	28.6	11.1	7.4	3.1	12.1
% Withdrawn	0.0	5.6	41.7	0.0	5.3	3.6	7.2	0.3
% Abandoned	0.0	0.0	8.3	0.0	0.6	0	0.8	0.7
TOTAL - number	30	18	12	7	342	417	359	290

4 Quality of service complaints

- A total of 14.6 per cent of all allegations received by Grampian Police in 2012-13 concerned quality of service. This not much higher than the proportion for Scotland as a whole, of 12.4 per cent.
- At 150 the number of quality of service allegations received by the force in 2012-13 fell -38.8 per cent on last year - the largest individual decline in Scotland - compared with a national decrease of -9.9 per cent.
- The majority of allegations received concerned *policy and procedure* (at 46.7 per cent the highest in Scotland for a second year running), compared with 30.0 per cent *service outcomes* and 23.3 per cent *service delivery* (the lowest in Scotland for a fourth consecutive year).
- At 145, the number of quality of service allegations disposed of by the force fell -39.8 per cent on last year - again the largest individual drop of all forces - compared with a decrease of -8.2 per cent nationally.

Figure 4: Percentage share of type of quality of service allegations received, 2012-13



5 Complainer characteristics

- Nearly all complainers (97.8 per cent) made their complaint to the force as opposed to having someone else do so on their behalf. This is similar to the 97.7 per cent recorded nationally. Where someone else did so on their behalf, it was most likely to be an agent acting for the complainer (1.9 per cent).
- The majority of complainers were male (65.4 per cent), the highest this year against a Scottish average of 62.4 per cent. The gender of the complainer was unknown in a further 2.7 per cent of cases.
- In 45.0 per cent of cases the age of the complainer was unknown; in a similar proportion (43.8 per cent) the occupational status of the complainer was unknown; and in the majority of cases (51.7 per cent) the ethnicity of the complainer was unknown or not stated. In all three cases the proportions unknown have increased markedly on last year. For these reasons we remain unable to make further comment about complainer characteristics.

Figure 5a: Age of complainer - Grampian and Scotland, 2012-13

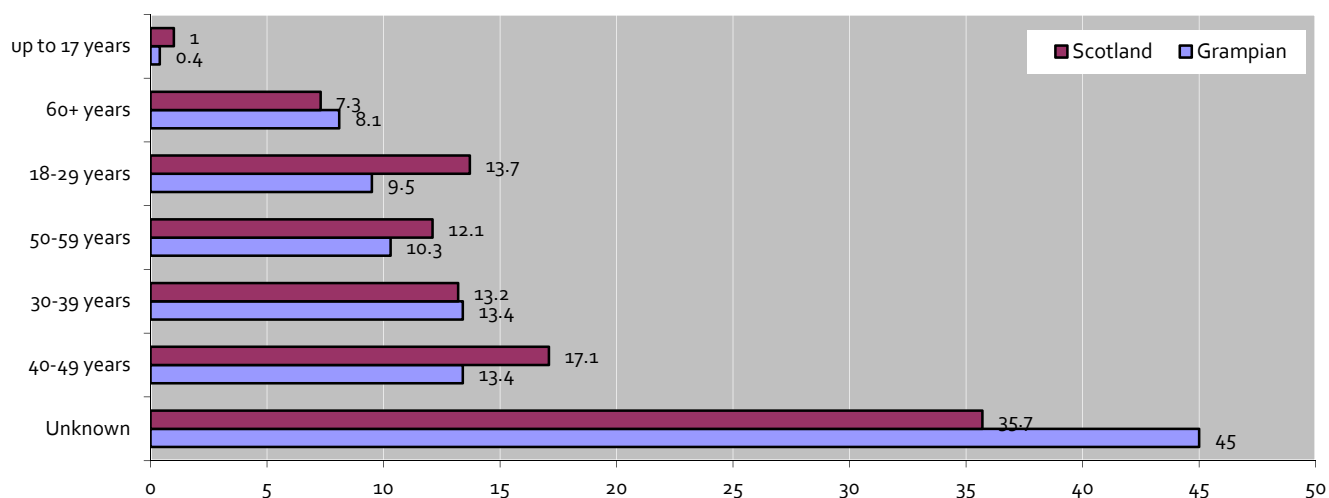
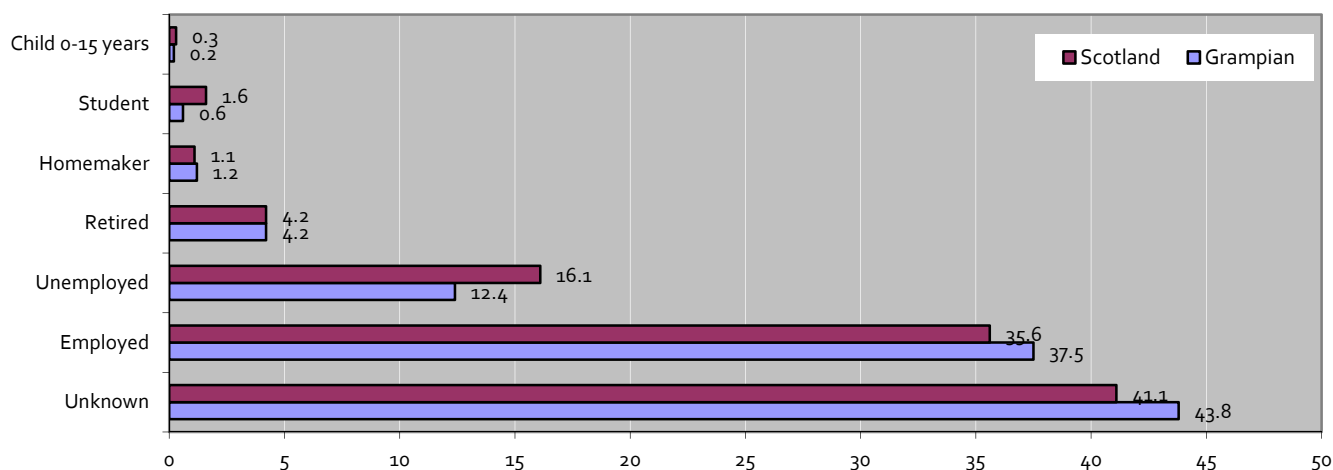


Figure 5b: Occupation of complainer - Grampian and Scotland, 2012-13



6 Subject of complaint characteristics

- We have said elsewhere that the majority of subjects of allegations were police officers. Over seven in every ten of all those complained about in the force were male (72.5 per cent), 22.8 per cent were female and 4.8 per cent were unknown. The equivalent figures for Scotland are 72.5 per cent, 20.7 per cent and 6.8 per cent respectively.
- The peak ages for being complained about are 30-39 (27.2 per cent, the same as the national average), 40-49 (26.8 per cent, compared with 28.2 per cent nationally) and 20-29 (24.1 per cent against a national average of 16.5 per cent). This is only indicative, though, given that in 13.8 per cent of cases the subject's age was unknown.
- In the majority of cases (52.4 per cent), the ethnicity of the subject of the complaint was also unknown.