

## Relevant Police Bodies

### Scottish police forces

Central Scotland Police  
Randolphfield,  
Stirling FK8 2HD  
Tel: 01786 456000  
[www.centralscotland.police.uk](http://www.centralscotland.police.uk)

Dumfries & Galloway  
Constabulary  
Cornwall Mount,  
Dumfries DG1 1PZ  
Tel: 0845 600 5701  
[www.dumfriesandgalloway.police.uk](http://www.dumfriesandgalloway.police.uk)

Fife Constabulary  
Detroit Road,  
Glenrothes KY6 2RJ  
Tel: 0845 600 5702  
[www.fife.police.uk](http://www.fife.police.uk)

Grampian Police  
Queen Street,  
Aberdeen AB10 1ZA  
Tel: 0845 600 5700  
[www.grampian.police.uk](http://www.grampian.police.uk)

Lothian & Borders Police  
Fettes Avenue,  
Edinburgh EH4 1RB  
Tel: 0131 311 3131  
[www.lbp.police.uk](http://www.lbp.police.uk)

Northern Constabulary  
Old Perth Road,  
Inverness IV2 3SY  
Tel: 01463 715555  
[www.northern.police.uk](http://www.northern.police.uk)

Strathclyde Police  
173 Pitt Street,  
Glasgow G2 4JS  
Tel: 0141 532 2000  
[www.strathclyde.police.uk](http://www.strathclyde.police.uk)

Tayside Police  
West Bell Street,  
Dundee DD1 9JU  
Tel: 0300 111 2222  
[www.tayside.police.uk](http://www.tayside.police.uk)

### Scottish police authorities

Central Scotland Joint  
Police Board  
Municipal Buildings,  
Falkirk FK1 5RS  
Tel: 01324 506078

Dumfries & Galloway  
Police and Fire and  
Rescue Authority  
English Street,  
Dumfries DG1 2DD  
Tel: 01387 260031

Fife Police, Fire and  
Safety Committee  
North Street, Glenrothes,  
Fife KY7 5LT  
Tel: 08451 555 555  
Ext: 442180

Grampian Joint Police Board  
Town House,  
Aberdeen AB10 1AQ  
Tel: 01224 523031

Lothian & Borders  
Joint Police Board  
4 East Market Street,  
Edinburgh EH1 1DE  
Tel: 0131 469 3002

Northern Joint Police Board  
Glenurquhart Road,  
Inverness IV3 5NX  
Tel: 01463 702123

Strathclyde Police Authority  
City Chambers,  
Glasgow G2 1DU  
Tel: 0141 287 4167

Tayside Joint Police Board  
Orchardbank, Forfar DD8 1AN  
Tel: 01307 476265

### Scottish police bodies

Scottish Crime & Drug  
Enforcement Agency  
Osprey House, Inchinnan Road  
Renfrew PA3 2RE  
Tel: 0141 302 1000  
[www.scdea.police.uk](http://www.scdea.police.uk)

Scottish Police Services  
Authority  
Elphinstone House,  
65 West Regent Street  
Glasgow G2 2AF  
Tel: 0141 585 8300  
[www.spsa.police.uk](http://www.spsa.police.uk)

### UK police bodies operating in Scotland

British Transport Police  
90 Cowcaddens Road,  
Glasgow G4 0LU  
Tel: 0800 405040  
[www.btp.police.uk](http://www.btp.police.uk)

British Transport Police  
Authority  
The Forum, 5th Floor North  
74-80 Camden St,  
London NW1 0EG  
Tel: 020 7383 0259  
[www.btpa.police.uk](http://www.btpa.police.uk)

Police Complaints Commissioner for Scotland  
Hamilton House, Hamilton Business Park  
Caird Park, Hamilton ML3 0QA

Freephone: 0808 178 5577  
Email: [enquiries@pcc-scotland.org](mailto:enquiries@pcc-scotland.org)  
Website: [www.pcc-scotland.org](http://www.pcc-scotland.org)

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### Civil Nuclear Constabulary

Culham Science Centre  
Abingdon, Oxfordshire,  
OX14 3DB  
Tel: 01235 466606  
[www.cnc.police.uk](http://www.cnc.police.uk)

### Civil Nuclear Police Authority

H280 Hinton House,  
Birchwood Park Avenue  
Risley, Warrington WA3 6GR  
Tel: 01925 833300  
[www.cnpa.police.uk](http://www.cnpa.police.uk)

### Ministry of Defence Police

Wethersfield, Braintree,  
Essex CM7 4AZ  
Tel: 01371 854000  
[www.mod.police.uk](http://www.mod.police.uk)

### Serious Organised Crime Agency

PO Box 8000,  
London SE11 5EN  
Tel: 0870 734 6138  
[www.soca.gov.uk](http://www.soca.gov.uk)

### UK Border Agency

4M Building,  
Manchester Airport  
Manchester M90 3RR  
Tel: 0300 123 4699  
[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

# A guide for the public on the role of the Police Complaints Commissioner for Scotland

## Who is the Police Complaints Commissioner for Scotland?

The post of the Commissioner was established in 2007 under the **Police, Public Order and Criminal Justice (Scotland) Act 2006**. The current Commissioner is John McNeill.

## What is his role?

The Police Complaints Commissioner for Scotland (PCCS) provides independent scrutiny of the way that police forces, police authorities and policing agencies in Scotland respond to complaints from the public. As well as scrutinising the way that complaints have been handled, the Commissioner's role is to drive up standards in police complaints handling.

If you have made a complaint about the police to the police body concerned and you are unhappy with the way that they dealt with your complaint, the Commissioner may be able to review the way it was handled.

**His service is free and impartial.**

## How can I be confident that the Commissioner will be fair?

The Commissioner is appointed by Scottish Ministers and is independent of all police bodies. It is also a condition of his appointment that the Commissioner has no previous connections with the police.

It is important for him to be independent of all police forces, police authorities and policing agencies so that people can trust him to be fair and impartial.

## What can I complain about?

The Commissioner reviews complaints about the behaviour of police officers and civilian staff, as well as complaints about the quality of service from police bodies. This may include off duty complaints.

Before you complain to PCCS, you must first complete the complaints process of the police body concerned. The police bodies that fall within the Commissioner's remit are listed at the back of this leaflet.

## What can the Commissioner do?

The Commissioner reviews the evidence and forms a view on whether the conclusions reached by the police body were reasonable.

### The Commissioner can recommend that the police body:

- carries out further investigation and provides a further response to the person who made the complaint
- reconsiders the entire complaint, sometimes under his direct or indirect supervision
- makes changes to its practices and procedures to prevent the same problem arising again.

## Are there any complaints that the Commissioner cannot look at or make recommendations on?

### The Commissioner cannot:

- look at criminal allegations about a police officer or civilian staff; these issues are handled by the Crown Office and Procurator Fiscal Service
- review complaints by serving officers or civilian staff about their terms and conditions of service.
- order the payment of compensation or other financial penalty.

## How do I ask the Commissioner to review my complaint?

You can call free on **0808 178 5577**, complete an online form on the PCCS website **www.pcc-scotland.org** or write to the Police Complaints Commissioner for Scotland at:

Hamilton House  
Hamilton Business Park  
Caird Park  
Hamilton ML3 0QA

## How will the Commissioner keep me informed about my complaint?

Your initial contact will be acknowledged within two working days and you will be told as soon as possible if your complaint falls within the Commissioner's remit. If the Commissioner can accept your case, you will be advised on progress on a monthly basis.

If your complaint falls outside the Commissioner's remit, wherever possible, you will be given details for the appropriate agency to deal with your complaint.

## What if I don't agree with the Commissioner's conclusion?

You can consult your local Citizen's Advice Bureau or a solicitor about what further action you can take, which could include a judicial review. Contact details for your local Citizens Advice bureau can be found in the phone book or on their website **www.cas.org.uk**

## Your complaint at a glance

**STEP 1** Contact the police organisation concerned and complete their complaints process.

**STEP 2** If you remain unhappy contact the Commissioner to request a review of your complaint.

**STEP 3** If the Commissioner decides to carry out a review, he will ask the police body you are complaining about for all the information it has about what has happened so far.

**STEP 4** The Commissioner will examine the facts of the case, looking at all the information provided by you and the police organisation. He will review the evidence on which the police conclusions were based and come to a view on whether the conclusions were reasonable.

**STEP 5** The Commissioner will write to you and the police body involved to let you know his decision. His report, known as Complaint Handling Review, will usually be published, fully anonymised, on the PCCS website **www.pcc-scotland.org**

### The Complaint Handling Review will outline:

- the complaint
- the background to the complaint
- what the police body did to deal with the complaint
- the Commissioner's consideration of the way the police body handled the complaint
- the Commissioner's conclusions and, where appropriate, any recommendations to the police body.

## Accessibility

You can request materials in other formats such as Braille or large print or choose to receive information in languages other than English.