

Case: 201003706, Police Complaints Commissioner for Scotland
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

The complainant, Mrs C, raised a large number of concerns about a review carried out by the Police Complaints Commissioner for Scotland (PCCS).

If a member of the public has concerns about the way a police force has dealt with a complaint they are entitled to ask the PCCS to carry out a review of the force's complaints handling.

Mrs C was concerned about a range of issues in relation to the review carried out by the PCCS including the factual accuracy of the PCCS report into her complaint, the accuracy of evidence considered by the PCCS, the procedure followed by the PCCS, communication by the PCCS and the interpretation of evidence and editing of the PCCS report.

A large number of the issues raised by Mrs C were outside our jurisdiction as they related to the evidence or information provided by the police, they questioned the merits of the decisions reached by the PCCS (without providing supporting evidence of administrative or service failure) or resulted from her misunderstanding of the processes followed by the PCCS.

We considered her remaining points and reached the view that the PCCS had properly considered the points she had raised. For this reason we did not uphold her remaining complaints.