

Complainant Satisfaction by Equality Categories

2007/08 – 2009/10

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Executive Summary

The Office of the Police Ombudsman for Northern Ireland is committed to providing an independent impartial service for investigating complaints against the police, irrespective of the Section 75 (“Equality”) categories pertaining to the individuals making those complaints. Each year, the results of the Office’s Equality Monitoring and Complainant Satisfaction surveys are published; the purpose of this joint report is to determine where there are differences in satisfaction levels between various equality groupings as a means of determining how the Office can better serve all of its customers.

Between April 2007 and March 2010, 8,672 satisfaction questionnaires were issued and 1,681 responses were received; this represents a complainant satisfaction response rate of 19%.

During the same period, 8,640 Equality Monitoring forms were issued and the Office received 2,283 responses, thus an equality monitoring response rate of 26% was achieved.

The main findings of this report are as follows.

Gender and Age

- ◆ In general, females were more satisfied than males across all elements of satisfaction currently monitored by the Office. In addition, males were more likely than females to express dissatisfaction at the outcome of their complaint.
- ◆ The only instance where similar proportions of males and females stated their satisfaction was when complainants were asked if they would use the service again; males and females were equally likely to state that they would use the

police complaints system again if they had another complaint about the police.

- ◆ Respondents aged over 55 were generally more satisfied than those aged under 35 with how easy it was to understand any letters written to them, how clearly the complaints process was explained to them and the overall time taken to resolve their complaint.
- ◆ When compared with both 16-34 year olds and 35-44 year olds, complainants aged over 55 were also more satisfied with how long it took for the Office to reply after initially making their complaint, how seriously they felt the Office took their complaint and with how often they were informed of the progress of their complaint.

Marital Status

- ◆ Respondents who were living as part of a couple were more likely to state that they felt fairly treated by the Office when compared with those not living as part of a couple.
- ◆ Those living as part of a couple were more inclined to express satisfaction than those not living as part of a couple, when asked about how long the Office took to resolve their complaint, whether or not they would use the police complaints system again, how long the Office took to resolve their complaint and the advice given to them upon making their initial complaint directly to the Office.
- ◆ In addition, respondents who were living as part of a couple were generally more satisfied with how often they were informed of the progress of their complaint, the seriousness with which the Office took their complaint and the overall service they received from the Office, when compared with those respondents who were not living as part of a couple.

Disability Status

- ◆ Complainants without a disability were more likely to express satisfaction than those with a disability regarding: how clearly the complaints process was explained; how easy it was to understand any letters written to them; and the overall service provided by the Office.
- ◆ Complainants with a disability were more likely to be dissatisfied with the outcome of their complaint and with the overall level of service they felt they received from the Office than those without a disability.

Religious Belief

- ◆ Respondents with an 'Other Christian' belief were more inclined to express satisfaction with how seriously the Office took their complaint than Catholics and complainants with no Religious Belief.
- ◆ In addition, when asked about the advice given to respondents when they initially made their complaint, 'Other Christians' were more likely to express satisfaction than respondents with 'No Religion.'

Employment Status

- ◆ Respondents who were working and those who were retired, students or looking after the family home were more likely to state that they felt fairly treated by the Office.
- ◆ Employed complainants were more inclined to respond favourably than those who were not working, when asked whether they would use the police complaints system again, the advice given to them when they initially made their complaint, and how seriously they felt the Office took their complaint.
- ◆ In addition, those who were working were more likely to be satisfied with the overall time taken to resolve their complaint and the overall service they received than those who were not employed.

- ◆ When asked about how often respondents were informed of the progress of their complaint, those who were retired, students or looking after the family home were generally more satisfied than those who were not working.
- ◆ When compared with respondents who were working, those who were not working were more likely to express their dissatisfaction with how fairly treated they felt, how seriously they felt the Office treated their complaint, the overall service received, the overall time taken to resolve the complaint and the outcome of the complaint.

Conclusion

As part of its ongoing commitment to the promotion of an effective programme of equality monitoring, the Office proposes to update the findings of this report every three years. This will allow for the monitoring of trends and patterns in relation to Section 75 categories and satisfaction with the service provided by the Office. In addition, the Police Ombudsman will establish a working group representing all functions within the Office to closely examine the findings of this report and take appropriate action to address the issues raised.

Introduction

The Office of the Police Ombudsman for Northern Ireland (the Office) was set up by the Police (Northern Ireland) Act 1998 in order to provide an independent system for investigating complaints against the police in Northern Ireland.

Each year, the Office of the Police Ombudsman for Northern Ireland presents the results of a number of surveys carried out during the year, including the Complainant Satisfaction survey and the Equality Monitoring survey. The Office strives to provide the highest possible level of service to complainants, irrespective of their individual circumstances or beliefs. Thus, the purpose of this report is to examine the differences in satisfaction levels between people in different equality groups. Whilst both annual surveys are merited in their own right, it is beneficial to combine the results from both over a number of years so that the findings are a more robust reflection of the satisfaction levels within varying equality groupings.

Equality Monitoring Survey

The Office is committed to fulfilling the obligations laid upon it by Section 75 of the Northern Ireland Act (1998) (the “equality duties”). To help us achieve this we send every complainant a confidential self-completion questionnaire, asking for information relevant to the nine categories specified in Section 75. As we are committed to providing a service to all individuals and socio-economic groups within our society, we also ask questions on the additional category of employment status, which we consider to be a reliable indicator of economic deprivation.

Complainant Satisfaction Survey

The Office is also committed to providing an independent and impartial investigation process of the highest quality, which is timely and secures the confidence of both the public and police. The Complainant Satisfaction Survey

allows complainants to express their views on the service they receive from the Office. Complainant Satisfaction forms are issued to all those who have a complaint closed to measure their views on a range of services provided by the Office.

Combined Survey Analysis

The findings of both the Complainant Satisfaction and Equality Monitoring surveys are reported by the Office on a yearly basis. The purpose of this report is to allow for a more in-depth exploration of the potential effects that each equality grouping may have on complainant satisfaction with the Office. Thus, this report combines the findings of both surveys which were carried out between 2007 and 2010.

Graphical Illustrations

For the purposes of ensuring the clarity of graphical representations of data, the satisfaction measures have been summarised into one, or a few, words within each applicable graph. The key for assessing which element of satisfaction being illustrated is as follows:

- ◆ Fairly: refers to whether or not the complainant felt fairly treated by the Office;
- ◆ Advice: the level of satisfaction of the complainant regarding the advice given to them after initially making their complaint directly to the Office;
- ◆ Long: the length of time taken for the Office to reply after the incident was first reported;
- ◆ Serious: how seriously the complainant felt the Office had taken their complaint;
- ◆ Clearly: refers to how clearly the complaints process was explained;
- ◆ Often; how often the respondent was updated on the progress of their complaint;
- ◆ Easy; the ease with which complainants could understand any letters written to them;
- ◆ Outcome; the overall outcome of the complaint;

- ◆ Overall time; the overall time taken by the Office to resolve the complaint;
- ◆ Overall satisfaction; the overall level of satisfaction with the service provided by the Office; and
- ◆ Use the service again; whether or not the complainant would use the police complaints system should they have further cause to.

Statistical Significance

Statistical significance tests have been carried out on the findings and differences are only reported where they have been found to be statistically significant at the 5% ($p < 0.05$) level of probability (two tailed). This means that for any observed result that is found to be statistically significant one can be 95% confident that this has not happened by chance.

Methodology

Sampling

The sample used for this report was drawn from two sources:

1. The Equality Monitoring Survey sample; comprising all complainants who made complaints to the Office between April 2007 and March 2010.
2. The Complainant Satisfaction Survey sample; comprising all complainants who had a complaint closed by the Office between April 2007 and March 2010.

Respondents who completed both questionnaires over the three year period formed the overall sample for this report. Copies of the questionnaires can be found at Appendix 2.

Response rates

Between April 2007 and March 2010, 8,672 satisfaction questionnaires were issued and 1,681 responses were received; this represents a complainant satisfaction response rate of 19%.

During the same period, 8,640 Equality Monitoring forms were issued and the Office received 2,283 responses, thus an equality monitoring response rate of 26% was achieved. Of the 1,681 respondents to the complainant satisfaction questionnaire, 1,427 had also responded to the equality monitoring questionnaire. Using this sample, the main satisfaction questions (questions 3, 5, 6 and 7; see Appendix 2) were explored based on the equality data available.

A more detailed explanation of the Methodology used for this report can be found in Appendix 1: Technical Report.

Survey Results

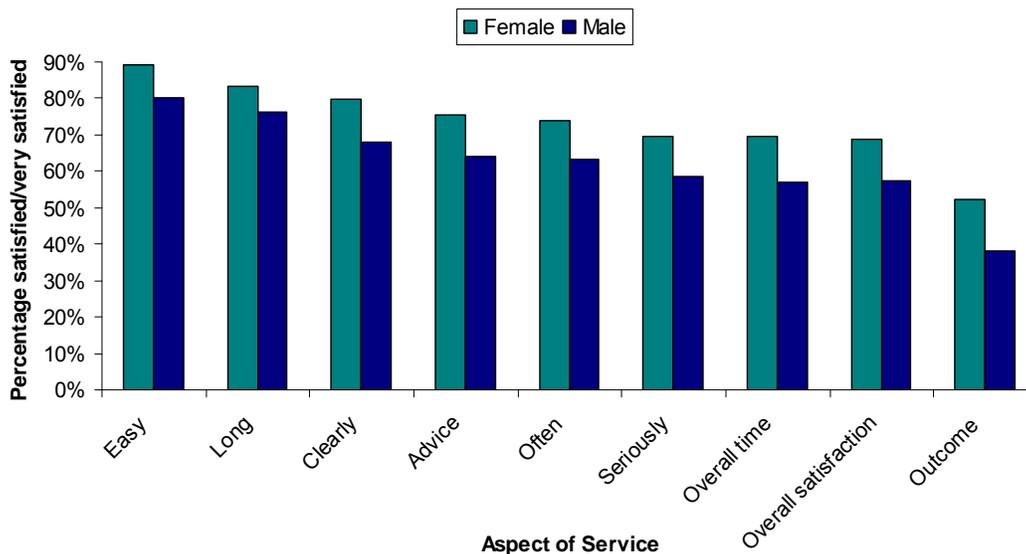
The responses for each equality category were examined to determine if there were variations in the satisfaction levels of particular aspects of the service provided by the Office. The following presents the significant differences within each grouping, i.e. the Office is 95% confident that these differences have not happened by chance, and are rather a true reflection of the differing satisfaction levels expressed within equality groupings.

Gender

In addition to respondents who declared their gender on the equality monitoring form, it was also possible to determine the majority of complainants' gender from their title or salutation. Gender was therefore known for over 85% of respondents.

Females were generally more satisfied than males in a number of the satisfaction indicators (Figure 1).

Figure 1: Satisfaction with service received, by gender



Eighty-nine percent of females were satisfied with how easy it was to understand any letters written to complainants compared with 80% of males. With regards to how long it took for the Office to reply to the complainant after their first report of the incident, 83% of females were satisfied compared with 76% of males.

When asked about how clearly the complaint process was explained by staff, 80% of females were satisfied compared with 68% of males. Females (76%) were more likely than males (64%) to express satisfaction with the advice they were initially given after making their complaint directly to the Office. When asked about satisfaction with how often complainants were informed of the progress of their complaint, 74% of females were satisfied compared with 63% of males.

Females (70%) were more likely to be satisfied than males (59%) with how seriously the Office took their complaint. In terms of the overall time taken to resolve complaints, 70% of females expressed satisfaction compared with 59% of males. Females (69%) were more likely than males (58%) to express satisfaction with the overall service they received from the Office.

Finally, in terms of the outcome of their complaint, 52% of females expressed their satisfaction compared with 38% of males. Similarly, males (46%) were more likely to be dissatisfied with the outcome they received than females (33%).

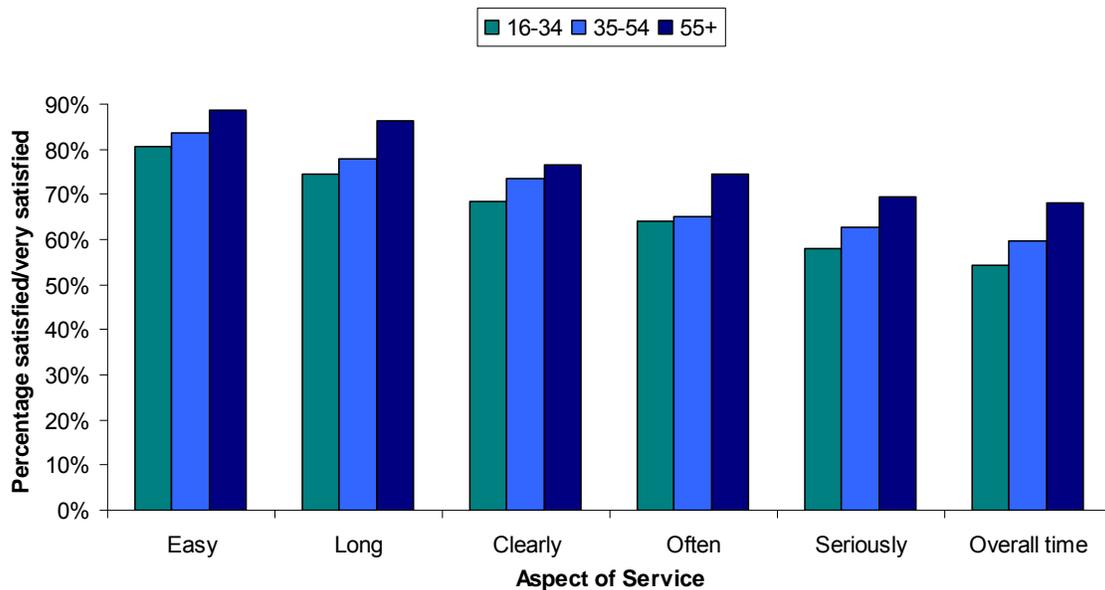
There were no real differences in the proportions of males and females who stated that they would use the police complaints system again.

Age

In addition to those who declared their age on the equality monitoring form it was also possible to determine age from date of birth already provided. This allowed analysis by age of 68% of overall respondents.

Older respondents were generally more likely to be satisfied with a number of aspects of the service provided by the Office compared with younger respondents (Figure 2).

Figure 2: Satisfaction with service received, by age group



Respondents aged over 55 (89%) were generally more likely to be satisfied with how easy it was to understand any letters written to them compared with those aged under 35 (81%). In terms of how long it took for the Office to reply after initially making their complaint, 86% of respondents aged over 55 expressed satisfaction compared with 78% of those aged 35-54 and 75% of those aged 16-34.

When asked about how clearly the complaints process was explained, 76% of those aged over 55 were satisfied compared with 68% of respondents aged under 35. Respondents aged over 55 (75%) were more likely to be satisfied with how often they were informed of the progress of their complaint than younger respondents (65% of those aged 35-54 and 64% of those aged 16-34).

In terms of how seriously respondents felt their complaint was taken, older respondents were more likely to express satisfaction (69% of those aged over 55 compared with 58% of those aged 16-34). Older respondents (68% of those aged over 55) were more likely to be satisfied with the overall time taken to resolve their complaint than those aged 16-34 (54%).

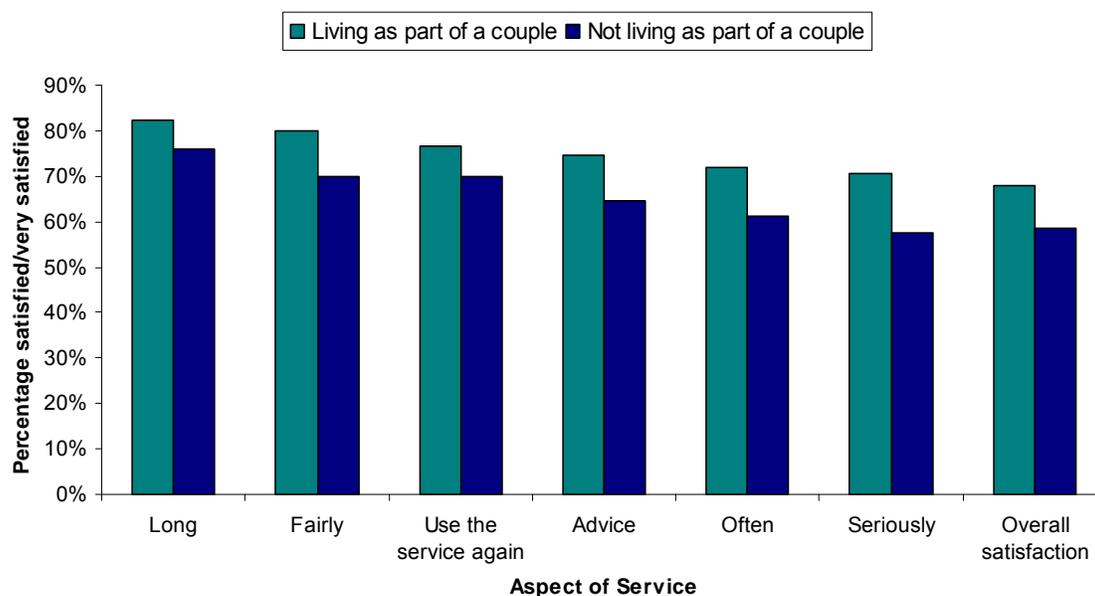
When each age group was compared, there were no significant differences in satisfaction with:

- ◆ The advice given to respondents upon making their initial complaint directly to the Office;
- ◆ The outcome of the complaint;
- ◆ The overall satisfaction with the service received;
- ◆ Whether or not the complainant would use the service again; or
- ◆ How fairly the complainant felt they had been treated by the Office.

Marital Status

In general, respondents who were living as part of a couple were more likely to be satisfied with aspects of the service provided by the Office than those who were not living as part of a couple (Figure 3).

Figure 3: Satisfaction with service received, by marital status



Respondents who were living as part of a couple (82%) were more likely to be satisfied with how long the Office took to resolve their complaints than those who were not living as part of a couple (76%). In terms of whether respondents felt that they were treated fairly by the Office, a greater proportion (80%) of those living as part of a couple were satisfied compared with those who were not (70%).

When asked if they would use the police complaints service again, respondents who were living as part of a couple (77%) were more likely to state that they would use the service again, compared with those who were not living as part of a couple (70%). Seventy-five percent of respondents living as part of a couple were satisfied with the advice given to them upon making their initial complaint directly to the Office as opposed to sixty-five percent of those who were not living as part of a couple.

In terms of how often respondents were informed of the progress of their complaint, seventy-two percent of those living as part of a couple were satisfied compared with sixty-one percent of those who were not. Respondents living as part of a couple (71%) were more likely to be satisfied with the seriousness with which the Office took their complaint than those who were not living as part of a couple (58%).

Finally, sixty-eight percent of respondents who were living as part of a couple expressed satisfaction with the overall service they received by the Office, compared with fifty-eight percent who were not living as part of a couple.

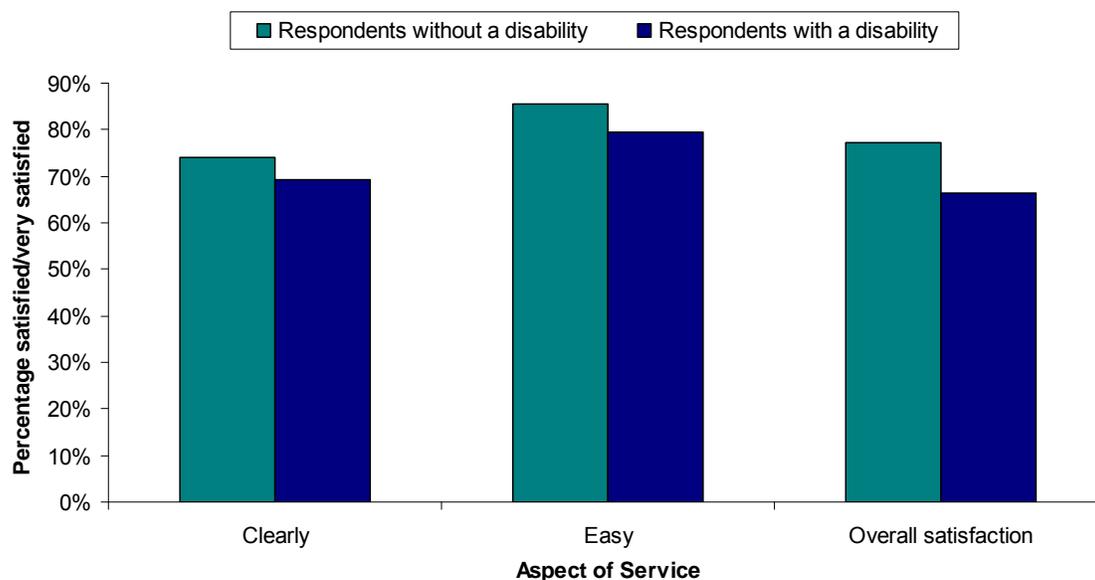
There were no real differences in the satisfaction levels of those who were living as part of a couple compared with complainants not living as part of a couple, when the following elements of service were analysed:

- ◆ How long the Office took to reply after first reporting the incident;
- ◆ The outcome of the complaint;
- ◆ How clearly the complaints process was explained by the Office; or
- ◆ The ease with which complainants could understand letters written to them.

Disability Status

Respondents who did not have a disability were more likely to be satisfied with some of the aspects of service provided by the Office, than those who did have a disability (Figure 4).

Figure 4: Satisfaction with service received, by disability status



In terms of how clearly the complaints process was explained, those without a disability (74%) were more likely to express satisfaction than those with a disability (69%). When asked about how easy it was to understand any letters written to them, eighty-five percent of respondents without a disability were satisfied compared with 79% of respondents with a disability.

Respondents without a disability (77%) were more likely to be satisfied with the overall service they received from the Office than those with a disability (67%). Similarly, respondents with a disability (49%) were more likely to be dissatisfied with the overall level of service received from the Office than those without a disability (37%). Respondents with a disability (49%) were more likely to be dissatisfied with the outcome of their complaint than those without a disability (37%).

There are two open-ended questions on the satisfaction questionnaire; one on why a complainant believes that they were not treated fairly and a second on suggestions for improvement to the service provided. It is only within the

category of disability that responses to these may have had a possible connection to the complainants' equality monitoring responses.

Of those respondents who felt that they had not been treated fairly, several felt that the Office could have made a greater effort to engage with them face to face because of their disability:

"I have lost my hearing and have never had any person to person contact with anyone from the Office of the Police Ombudsman."

Several also made reference to the need to give greater consideration to respondents who had mental health problems:

"I don't think I was treated fairly because of my mental health that was not taken into consideration at the time."

Some respondents also made general comments on service improvement in relation to disability:

"Car parking facilities for people coming to office."

"... if people like myself have a mental illness the Police Ombudsman should actually take that into consideration and so should the PSNI."

Whether complainants did or did not have a disability had no effect on the levels of satisfaction achieved within each of following elements:

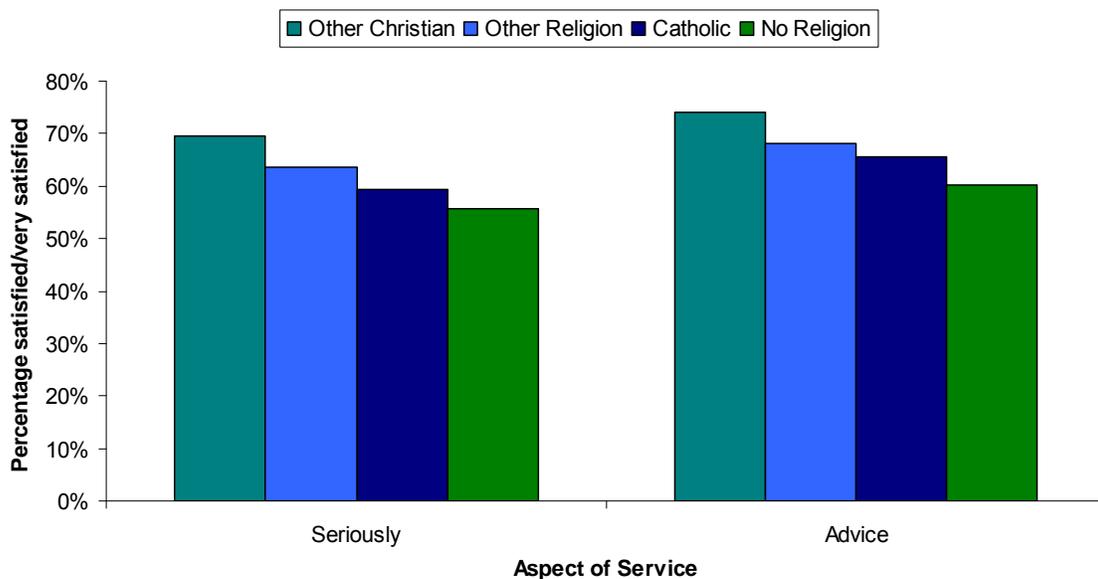
- ◆ How long the Office took to reply after first reporting the incident;
- ◆ How seriously complainants felt the Office took their complaint;
- ◆ How often the Office provided complainants with updates on the progress of their complaint;
- ◆ Whether or not the complainant would use the service again;

- ◆ The overall time taken to resolve the complaint; or
- ◆ The advice given to complainants upon first making their complaint.

Religious Belief

There were some significant variations in the satisfaction levels of respondents with different religious beliefs (Figure 5).

Figure 5: Satisfaction with service received, by religious belief



Respondents with an 'Other Christian'¹ religion (77%) were more likely to express satisfaction at how seriously the Office took their complaint than Catholics (72%) and those with No Religious Belief (56%).

When asked about the advice given to respondents when they initially made their complaint directly to the Office, respondents with an 'Other Christian' religion (75%) were more likely to express satisfaction than those who had 'No religion' (60%).

¹ Includes Church of Ireland, Presbyterian, Methodist and Other Christian Beliefs.

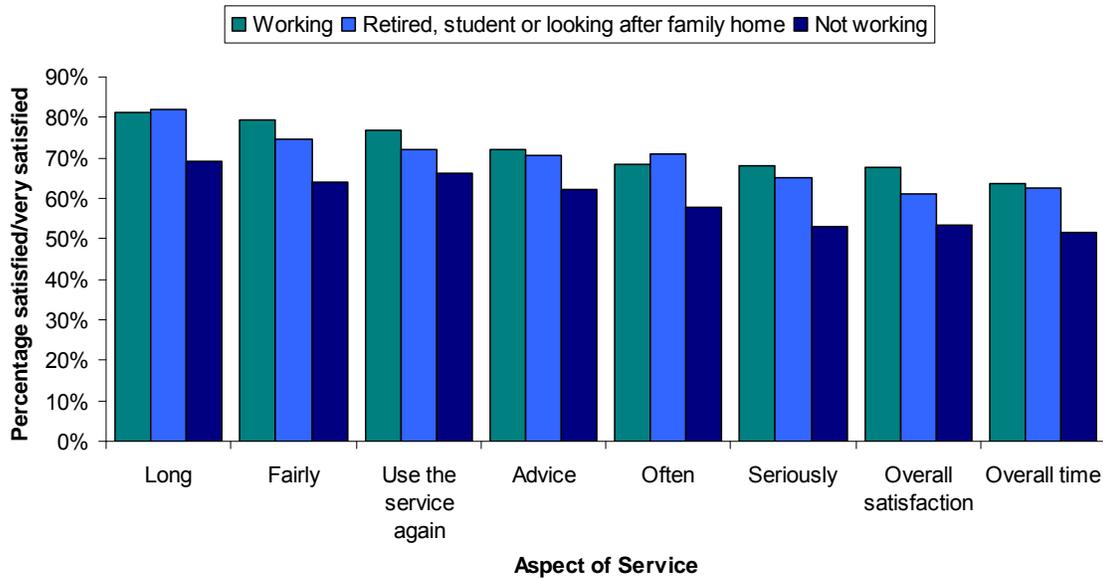
There were no significant variations in the levels of satisfaction between religious belief groupings, when the following elements of satisfaction were explored:

- ◆ How long the Office took to reply after first reporting the incident;
- ◆ The overall satisfaction with the Office;
- ◆ How clearly the complaints process was explained by the Office;
- ◆ The ease with which complainants could understand letters written to them;
- ◆ The outcome of the complaint;
- ◆ How often the Office provided complainants with updates on the progress of their complaint;
- ◆ Whether or not the complainant would use the service again;
- ◆ The overall time taken to resolve the complaint; or
- ◆ How fairly the complainant felt they had been treated by the Office.

Employment Status

In general, respondents who were working were more likely to be satisfied with various aspects of the service they received than respondents from the remaining employment groupings (Figure 6).

Figure 6: Satisfaction with service received, by employment status



When asked about the length of time taken for the Office to reply after an initial complaint was made, respondents who were working (81%) and those who were retired, students or looking after the family home (82%) were more likely to express satisfaction than those who were not working (69%).

Seventy-nine percent of respondents who were working and seventy-five percent who were retired, students or looking after the family home, were satisfied that they were fairly treated by the Office, compared with sixty-four percent of respondents who were not working. Similarly, respondents who stated that they were not working (36%) were more likely to be dissatisfied with how fairly they were treated than those who were working (21%).

When asked if they would use the service again, seventy-seven percent of respondents who were working responded positively compared with sixty-six percent who were not working. Those who were working (72%) were more likely

to be satisfied with the advice given to them when they made their complaint directly to the Office than respondents who were not working (62%).

When asked about how often respondents were informed of the progress of their complaint, those who were retired, students or looking after the family home (71%) were more likely to express satisfaction than those who were not working (58%).

Those who were working were more likely to be satisfied with how seriously they felt the Office took their complaint (68%), as well as the overall service they received (68%), than those who were not working (53% in each case). Similarly, respondents who were not working (34%) were more likely to be dissatisfied with how seriously the Office treated their complaint than those who were working (20%). In addition, respondents who were not working (37%) were more likely to be dissatisfied with the overall service received than those who were working (21%).

Respondents who were working (64%) were more likely to be satisfied with the overall time taken to resolve their complaint than those who were not working (52%). Similarly, those who were not working (33%) were more likely to be dissatisfied with the overall time taken than those who were working (18%).

Finally, respondents who were not working (53%) were more likely to be dissatisfied with the outcome of their complaint than respondents who were working (35%).

There were no real differences in the satisfaction levels reported by complainants within each employment grouping, when the following elements were explored:

- ◆ How clearly the complaints process was explained by the Office; or
- ◆ The ease with which complainants could understand letters written to them.

Other Section 75 Categories

There were no significant differences in the satisfaction levels of respondents based on their political opinion or whether or not they had dependants. The numbers of respondents who identified themselves as being of an ethnic group other than white or of a sexual orientation other than heterosexual were too small to allow any meaningful analysis.

Conclusion

As part of its ongoing commitment to the promotion of an effective programme of equality monitoring, the Office proposes to update the findings of this report every three years. This will allow for the monitoring of trends and patterns in relation to Section 75 categories and satisfaction with the service provided by the Office. In addition, the Police Ombudsman will establish a working group representing all functions within the Office to closely examine the findings of this report and take appropriate action to address the issues raised.

Appendix 1: Technical Report

The sample used for the Equality Monitoring survey comprised all complainants who had complaints opened by the Office between April 2007 and March 2010. The sample used for the Complainant Satisfaction survey comprised complainants who had complaints closed by the Office during the same period. Each complainant surveyed was mailed a confidential self-completion questionnaire, with full instructions and a pre-paid return envelope. Respondents who had completed both questionnaires formed the overall sample for this report. Copies of the questionnaires can be found at Appendix 2.

Response rate

Between April 2007 and March 2010, 8,672 satisfaction questionnaires were issued and 1,681 responses were received; this represents a complainant satisfaction response rate of 19%. During the same period, 8,640 Equality Monitoring forms were issued and the Office received 2,283 responses, thus an equality monitoring response rate of 26% was achieved.

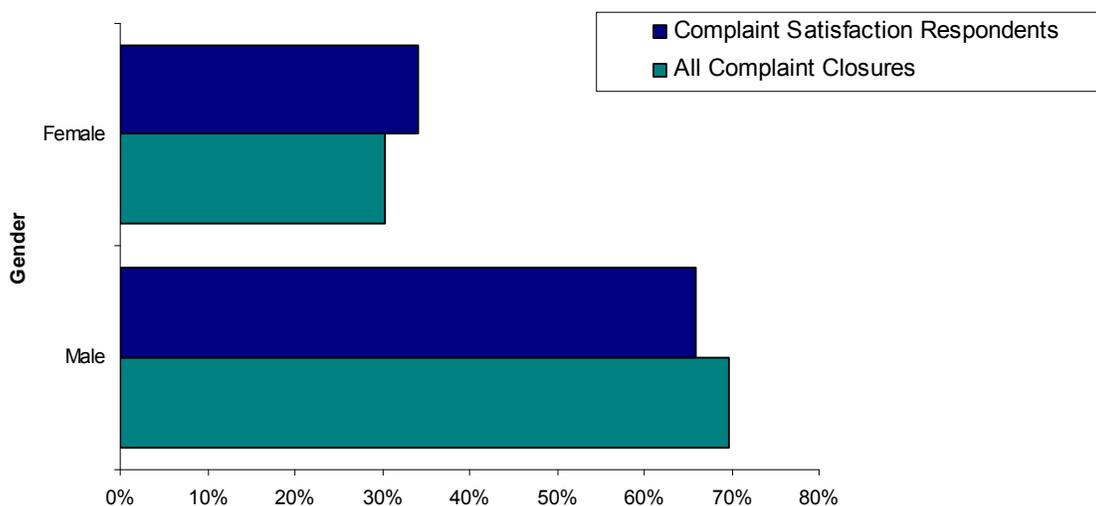
Each survey form returned to the Office is input to a database using the SPSS statistical software package. This input is subsequently quality assured by another member of staff to ensure accuracy of the data held. Of the 1,681 respondents to the complainant satisfaction questionnaire, 1,427 had also responded to the equality monitoring questionnaire. Using this sample, the main satisfaction questions (questions 3, 5, 6 and 7; see Appendix 2) were explored based on the equality data available. This analysis of variations in satisfaction levels across equality groupings was undertaken using the SPSS package.

Following quality assurance checks on the output delivered by SPSS, the results of this analysis are presented in the main body of this report.

Complainant Satisfaction Respondent Profile

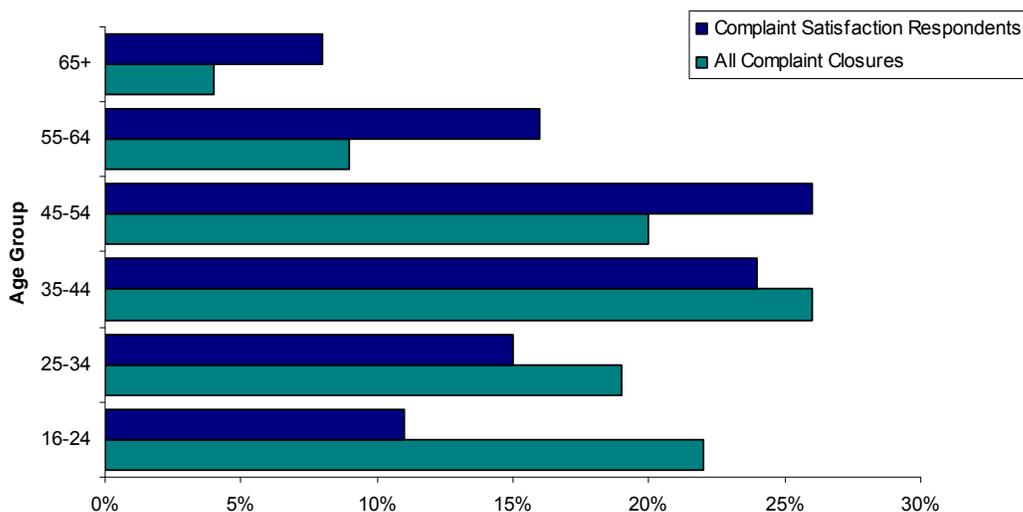
There was a slightly higher response rate to the survey for females (34%) than one would expect based on the proportion of complainants whose complaints had been closed during the time period (30%) (Figure 7).

Figure 7: All complaints closed and respondents to the satisfaction survey, by gender



Although data for complainants' age are not available for about 32% of respondents and 42% of complainants whose complaints were closed in the period, it is interesting to note that older complainants were more likely to respond to the survey than younger complainants. This may suggest a misrepresentation of the sample by age (Figure 8).

Figure 8: All complaints closed and respondents to the satisfaction survey, by age group



On 1 December 2008, the Office replaced its complaints based administrative information system with one that is allegation based. Whereas the old system reported a closure type against each complaint closed, the new system reports on recommendations made against each allegation.

Figure 9, based on the former complaint based system, compares closures arising from all complaints closed during the period April 2007 to November 2008, with closures arising from complaints made by respondents to the satisfaction survey. As might be expected, respondents to the complainant satisfaction survey were more likely to have co-operated with the investigation process than overall complainants whose complaint had been closed during the time period; twenty six percent of all complaints were closed following non co-operation from the complainant, whereas just 10% of respondents to the satisfaction survey had complaints closed in this manner. Complainants whose complaints had been successfully informally resolved were more likely to respond to the satisfaction survey, making up 23% of respondents compared with 11% of overall complainants.

Figure 9: Closures arising from all complaints closed and respondents to the satisfaction survey, 1 April 2007 – 30 November 2008

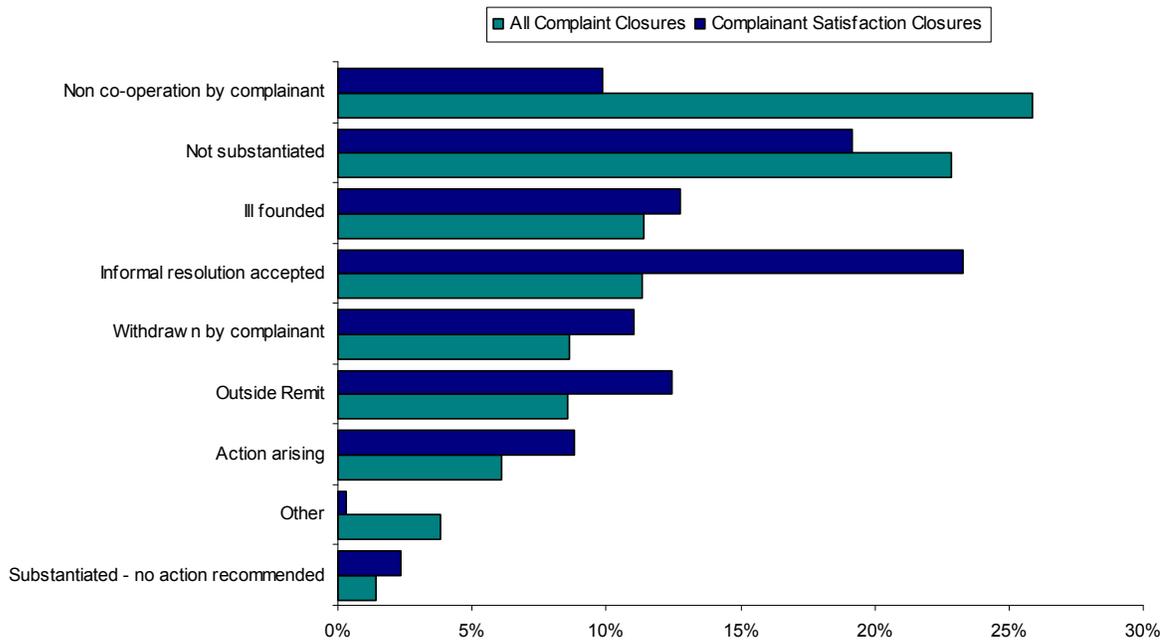
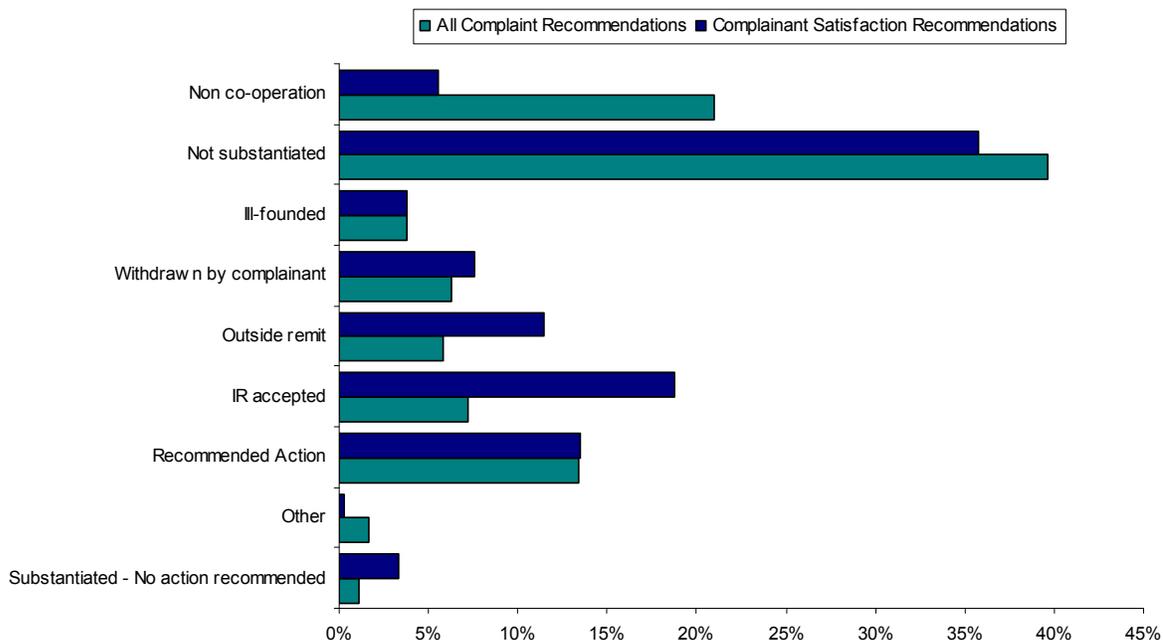


Figure 10, based on the new system, compares recommendations arising from all allegations closed from 1 December 2009 to 30 April 2010, with recommendations arising from allegations made by respondents to the satisfaction survey. Again, a smaller proportion of respondents to the satisfaction survey had allegations closed due to non co-operation (6%) compared with the overall level (21%) and a greater proportion (19%) had allegations successfully informally resolved than found within all allegations closed (7%).

Figure 10: Recommendations arising from all allegations closed and respondents to the satisfaction survey, 1 December 2008 – 30 April 2010



Equality Monitoring Respondent Profile

Due to the relatively small numbers involved, some equality categories were combined. For the marital status category those who described themselves as married, co-habiting or in civil partnership were grouped as “living as part of a couple” and those who were divorced, separated, single or widowed were grouped as “not living as part of a couple”.

For the employment status category, those who described themselves as self employed or working full time or part time were combined into the category “working”; those who were unemployed or not working because they are permanently sick as “not working,” whilst remaining respondents were grouped as “retired, students or looking after home and/or family.”

With regard to religious belief, the categories of Methodist, Church of Ireland, Presbyterian and Other Christian were combined into “Other Christian Religion.”

For political opinion, those who indicated that the political party that best represented their current political thinking was Sinn Féin, the Social Democratic and Labour Party or other Nationalist parties were combined into the category “Nationalist” and those who indicated the “Democratic Unionist Party”, the “Ulster Unionist Party” or other Unionist parties were grouped together as “Unionist.” [Note that no significant differences were found in the responses of Nationalists, Unionists and others.]

Appendix 2: Questionnaires

COMPLAINANT SATISFACTION FORM

IN CONFIDENCE

You made a complaint about the police to the Office of the Police Ombudsman for Northern Ireland. We are interested in how well you think the Office dealt with your complaint, and would be grateful if you could take a few minutes to complete this form.

1. DID YOU AT ANY TIME SPEAK TO THE STAFF FROM THE POLICE OMBUDSMAN'S OFFICE?

Please tick the appropriate box.

Yes (Please go to Question 2)

No (Please go to Question 3)

2a. IF YOU DID SPEAK TO STAFF FROM THE OFFICE, HOW DID THEY SEEM TO YOU?

Please tick the appropriate box.

	Yes	No
The staff were polite	<input type="checkbox"/>	<input type="checkbox"/>
The staff were friendly	<input type="checkbox"/>	<input type="checkbox"/>
The staff were knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>
The staff were patient	<input type="checkbox"/>	<input type="checkbox"/>
The staff were easy to understand	<input type="checkbox"/>	<input type="checkbox"/>
The staff were professional	<input type="checkbox"/>	<input type="checkbox"/>
The staff were impartial	<input type="checkbox"/>	<input type="checkbox"/>

2b. HOW DID THE STAFF SEEM TO YOU?

The staff were not interested	<input type="checkbox"/>	<input type="checkbox"/>
The staff were rude	<input type="checkbox"/>	<input type="checkbox"/>
The staff were in a hurry or rushed	<input type="checkbox"/>	<input type="checkbox"/>

3. OVERALL, DO YOU THINK YOU WERE TREATED FAIRLY BY THE OFFICE?

Please tick the appropriate box.

Yes (Please go to Question 5)

No (Please go to Question 4)

4. IF YOU THINK YOU WERE NOT TREATED FAIRLY BY THE OFFICE PLEASE SAY WHY.

PLEASE TURN OVER

5. HOW SATISFIED OR DISSATISFIED WERE YOU WITH EACH OF THE FOLLOWING ASPECTS?

Please tick the appropriate box on each row.

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	COMPLAINT ONGOING
If you made your complaint directly to the Office the advice given to you at this time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The length of time it took for the Office to reply to you after you first reported the incident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The seriousness with which the Office treated your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How clearly the complaint process was explained to you by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How often you were told about the progress of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How easy it was to understand letters written to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall time it took to resolve your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. IF YOU HAD A NEW COMPLAINT ABOUT THE POLICE, WOULD YOU USE THE COMPLAINTS SYSTEM AGAIN?

Please tick the appropriate box.

Yes No

7. OVERALL, TAKING EVERYTHING INTO ACCOUNT

Please tick the appropriate box.

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
How satisfied or dissatisfied were you with the service you received from the Police Ombudsman’s Office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. IN YOUR OPINION ARE THERE ANY MEASURES THE OFFICE OF THE POLICE OMBUDSMAN COULD TAKE TO IMPROVE ITS SERVICE TO THE PUBLIC?

COMPLAINANT MONITORING FORM

IN CONFIDENCE

This form asks you to supply some information about yourself. We are asking you for this information because by law the Police Ombudsman has to look at trends in complaints against the police.

Your help in supplying this information is very much appreciated.

If you are under 16 years of age you do not need to fill in this form.

1. AGE

How old are you?

2. GENDER

Please tick one box.

Male

Female

3. MARITAL STATUS

Please tick one box.

Single

Married

In Civil Partnership

Co-habiting (living together)

Separated

Divorced

Widowed

4. EMPLOYMENT STATUS

Please tick one box.

Looking after home and/or family

Student

Not working because you are permanently sick

Unemployed

Retired

Working full-time

Self employed

Working part-time

Other (Please State)

5. RELIGIOUS BELIEF

Please tick one box.

Catholic

Methodist

Church of Ireland

Presbyterian

No Religion

Other Christian (Please State)

Other Religious Belief (Please State)

PLEASE TURN OVER

6. RACE

Please tick one box.

Bangladeshi	<input type="checkbox"/>	Irish Travelling Community	<input type="checkbox"/>
Black African	<input type="checkbox"/>	Mixed Ethnic Group	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	White	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Other (Please State)	<input type="text"/>

7. COUNTRY OF BIRTH

Please tick one box.

Northern Ireland	<input type="checkbox"/>	England	<input type="checkbox"/>	Scotland	<input type="checkbox"/>	Wales	<input type="checkbox"/>	Republic of Ireland	<input type="checkbox"/>
Other EU Country (Please State)	<input type="text"/>	Other Country (Please State)	<input type="text"/>						

8. DISABILITY

The Disability Discrimination Act (1995) defines disability as "a physical or mental impairment which has a substantial and adverse effect on a person's ability to carry out normal day to day activities". In these terms, do you consider yourself to be disabled?

Yes No

If 'Yes', please state the nature of your disability.

9. SEXUAL ORIENTATION

Please tick one box.

Bi-sexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>	Homosexual (gay)	<input type="checkbox"/>
Heterosexual (straight)	<input type="checkbox"/>	I do not wish to answer this question	<input type="checkbox"/>		

10. DEPENDANTS

Do you have personal responsibility for the care of ...? (Tick each box that applies to your circumstances)

A child or children A person with a disability A dependent elderly person

Another dependent person - please provide details

None of the above

11. POLITICAL OPINION

Please indicate from the list below the political party that best represents your current political opinion.

The Alliance Party	<input type="checkbox"/>	The Democratic Unionist Party (DUP)	<input type="checkbox"/>
Sinn Féin	<input type="checkbox"/>	The Social Democratic & Labour Party (SDLP)	<input type="checkbox"/>
The Ulster Unionist Party (UUP)	<input type="checkbox"/>	No Political Party	<input type="checkbox"/>
I do not wish to answer this question	<input type="checkbox"/>	Other (Please State)	<input type="text"/>

Thank you for completing this form

Appendix 3: Tables of Findings

The following tables present the findings of each element of complainant satisfaction, where significant differences have been found between Equality groupings. Note that red font highlights significant findings within each table.

Gender

Table 1: If you made your complaint directly to the Office the advice given to you at this time:

	Female N=418	Male N=789	Total N=1207
Satisfied or very satisfied	76%	64%	68%
Neither satisfied nor dissatisfied	12%	17%	15%
Dissatisfied or very dissatisfied	12%	19%	17%
Total	100%	100%	100%

Table 2: The length of time it took for the Office to reply to you after you first reported the incident:

	Female N=446	Male N=844	Total N=1290
Satisfied or very satisfied	83%	76%	79%
Neither satisfied nor dissatisfied	8%	11%	10%
Dissatisfied or very dissatisfied	9%	13%	12%
Total	100%	100%	100%

Table 3: The seriousness with which the Office treated your complaint:

	Female N=447	Male N=854	Total N=1301
Satisfied or very satisfied	70%	59%	62%
Neither satisfied nor dissatisfied	12%	13%	13%
Dissatisfied or very dissatisfied	18%	29%	25%
Total	100%	100%	100%

Table 4: How clearly the complaint process was explained to you by staff:

	Female N=441	Male N=840	Total N=1281
Satisfied or very satisfied	80%	68%	72%
Neither satisfied nor dissatisfied	8%	14%	12%
Dissatisfied or very dissatisfied	12%	18%	16%
Total	100%	100%	100%

Table 5: How often you were told about the progress of your complaint:

	Female N=426	Male N=820	Total N=1246
Satisfied or very satisfied	74%	63%	67%
Neither satisfied nor dissatisfied	14%	16%	15%
Dissatisfied or very dissatisfied	13%	21%	18%
Total	100%	100%	100%

Table 6: How easy it was to understand letters written to you:

	Female N=439	Male N=836	Total N=1275
Satisfied or very satisfied	89%	80%	83%
Neither satisfied nor dissatisfied	6%	9%	8%
Dissatisfied or very dissatisfied	5%	11%	8%
Total	100%	100%	100%

Table 7: Do you think you were treated fairly by the Office?

	Female N=447	Male N=846	Total N=1293
Yes	80%	70%	74%
No	20%	30%	26%
Total	100%	100%	100%

Table 8: The outcome of your complaint:

	Female N=408	Male N=785	Total N=1193
Satisfied or very satisfied	52%	38%	43%
Neither satisfied nor dissatisfied	15%	16%	16%
Dissatisfied or very dissatisfied	33%	46%	41%
Total	100%	100%	100%

Table 9: The overall time it took to resolve your complaint:

	Female N=394	Male N=754	Total N=1148
Satisfied or very satisfied	70%	57%	61%
Neither satisfied nor dissatisfied	15%	16%	16%
Dissatisfied or very dissatisfied	16%	27%	23%
Total	100%	100%	100%

Table 10: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

	Female N=460	Male N=866	Total N=1326
Satisfied or very satisfied	69%	58%	61%
Neither satisfied nor dissatisfied	11%	11%	11%
Dissatisfied or very dissatisfied	21%	31%	27%
Total	100%	100%	100%

Age

Table 11: How seriously the office treated your complaint:

	16-34 N=272	35-54 N=536	55+ N=249	Total N=1057
Satisfied or very satisfied	58%	63%	69%	63%
Neither satisfied nor dissatisfied	17%	12%	10%	13%
Dissatisfied or very dissatisfied	25%	26%	20%	24%
Total	100%	100%	100%	100%

Table 12: The length of time it took for the Office to reply to you after you first reported the incident:

	16-34 N=268	35-54 N=536	55+ N=246	Total N=1050
Satisfied or very satisfied	75%	78%	86%	79%
Neither satisfied nor dissatisfied	15%	10%	5%	10%
Dissatisfied or very dissatisfied	11%	12%	9%	11%
Total	100%	100%	100%	100%

Table 13: How clearly the complaints process was explained by staff:

	16-34 N=266	35-54 N=529	55+ N=246	Total N=1041
Satisfied or very satisfied	68%	74%	76%	73%
Neither satisfied nor dissatisfied	19%	11%	9%	13%
Dissatisfied or very dissatisfied	12%	15%	15%	15%
Total	100%	100%	100%	100%

Table 14: How often you were informed of the progress of your complaint:

	16-34	35-54	55+	Total
	N=268	N=519	N=228	N=1015
Satisfied or very satisfied	64%	65%	75%	67%
Neither satisfied nor dissatisfied	23%	15%	11%	16%
Dissatisfied or very dissatisfied	13%	20%	15%	17%
Total	100%	100%	100%	100%

Table 15: How easy it was to understand letters from the Office:

	16-34	35-54	55+	Total
	N=269	N=528	N=239	N=1036
Satisfied or very satisfied	81%	84%	89%	84%
Neither satisfied nor dissatisfied	10%	8%	5%	8%
Dissatisfied or very dissatisfied	9%	8%	6%	8%
Total	100%	100%	100%	100%

Table 16: The overall time taken to resolve the complaint:

	16-34	35-54	55+	Total
	N=242	N=484	N=210	N=936
Satisfied or very satisfied	54%	60%	68%	60%
Neither satisfied nor dissatisfied	24%	15%	13%	17%
Dissatisfied or very dissatisfied	22%	25%	19%	23%
Total	100%	100%	100%	100%

Marital Status

Table 17: If you made your complaint directly to the office the advice given to you at this time:

	Living as part of a couple	Not living as part of a couple	Total
	N=409	N=443	N=852
Satisfied or very satisfied	75%	65%	69%
Neither satisfied nor dissatisfied	13%	18%	15%
Dissatisfied or very dissatisfied	13%	18%	15%
Total	100%	100%	100%

Table 18: How long it took the office to reply to you after you first reported the incident:

	Living as part of a couple	Not living as part of a couple	Total
	N=444	N=465	N=909
Satisfied or very satisfied	82%	76%	79%
Neither satisfied nor dissatisfied	8%	11%	10%
Dissatisfied or very dissatisfied	9%	13%	11%
Total	100%	100%	100%

Table 19: How seriously the office treated your complaint:

	Living as part of a couple	Not living as part of a couple	Total
	N=446	N=468	N=914
Satisfied or very satisfied	71%	58%	64%
Neither satisfied nor dissatisfied	10%	15%	12%
Dissatisfied or very dissatisfied	20%	28%	24%
Total	100%	100%	100%

Table 20: How often you were told about the progress of your complaint:

	Living as part of a couple N=430	Not living as part of a couple N=450	Total N=880
Satisfied or very satisfied	72%	61%	66%
Neither satisfied nor dissatisfied	14%	18%	16%
Dissatisfied or very dissatisfied	14%	20%	18%
Total	100%	100%	100%

Table 21: If you had a new complaint about the police, would you use the complaints system again?

	Living as part of a couple N=442	Not living as part of a couple N=463	Total N=905
Yes	77%	70%	73%
No	23%	30%	27%
Total	100%	100%	100%

Table 22: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

	Living as part of a couple N=449	Not living as part of a couple N=481	Total N=930
Satisfied or very satisfied	68%	58%	63%
Neither satisfied nor dissatisfied	11%	12%	11%
Dissatisfied or very dissatisfied	21%	30%	26%
Total	100%	100%	100%

Table 23: Overall, do you think you were treated fairly by the Police Ombudsman's Office?

	Living as part of a couple N=432	Not living as part of a couple N=474	Total N=906
Yes	80%	70%	75%
No	20%	30%	25%
Total	100%	100%	100%

Disability Status

Table 24: How clearly the complaint process was explained to you by staff:

	Respondents without a disability N=651	Respondents with a disability N=215	Total N=866
Satisfied or very satisfied	74%	69%	73%
Neither satisfied nor dissatisfied	13%	10%	12%
Dissatisfied or very dissatisfied	13%	21%	15%
Total	100%	100%	100%

Table 25: How easy to understand any letters written to you were:

	Respondents without a disability N=654	Respondents with a disability N=208	Total N=862
Satisfied or very satisfied	86%	79%	84%
Neither satisfied nor dissatisfied	7%	9%	8%
Dissatisfied or very dissatisfied	7%	12%	8%
Total	100%	100%	100%

Table 26: Overall, do you think you were treated fairly by the Police Ombudsman's Office?

	Respondents without a disability N=648	Respondents with a disability N=218	Total N=866
Yes	77%	67%	75%
No	23%	34%	25%
Total	100%	101%	101%

Table 27: The outcome of your complaint:

	Respondents without a disability N=620	Respondents with a disability N=191	Total N=811
Satisfied or very satisfied	44%	37%	42%
Neither satisfied nor dissatisfied	19%	14%	18%
Dissatisfied or very dissatisfied	37%	49%	40%
Total	100%	100%	100%

Table 28: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

	Respondents without a disability N=668	Respondents with a disability N=224	Total N=892
Satisfied or very satisfied	65%	56%	63%
Neither satisfied nor dissatisfied	13%	9%	12%
Dissatisfied or very dissatisfied	22%	35%	25%
Total	100%	100%	100%

Religious Belief

Table 29: If you made your complaint directly to the office the advice given to you at this time:

	Catholic N=308	Other Christian N=428	Other Religion N=22	No Religion N=83	Total N=841
Satisfied or very satisfied	66%	74%	68%	60%	69%
Neither satisfied nor dissatisfied	17%	13%	5%	23%	15%
Dissatisfied or very dissatisfied	18%	13%	27%	17%	15%
Total	101%	100%	100%	100%	99%

Table 30: How seriously the office treated your complaint:

	Catholic N=324	Other Christian N=466	Other Religion N=22	No Religion N=90	Total N=902
Satisfied or very satisfied	59%	70%	64%	56%	64%
Neither satisfied nor dissatisfied	13%	10%	5%	19%	12%
Dissatisfied or very dissatisfied	28%	21%	32%	26%	24%
Total	100%	100%	100%	100%	100%

Employment Status

Table 32: If you made your complaint directly to the office the advice given to you at this time:

	Working N=418	Not working or permanently ill N=206	Retired, student or looking after family home N=205	Other N=235	Total N=1064
Satisfied or very satisfied	72%	62%	71%	72%	70%
Neither satisfied nor dissatisfied	15%	17%	15%	17%	16%
Dissatisfied or very dissatisfied	13%	20%	15%	11%	14%
Total	100%	100%	100%	100%	100%

Table 33: How long it took the office to reply to you after you first reported the incident:

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=451	N=208	N=229	N=257	N=1145
Satisfied or very satisfied	81%	69%	82%	75%	78%
Neither satisfied nor dissatisfied	10%	13%	7%	12%	10%
Dissatisfied or very dissatisfied	8%	18%	11%	13%	12%
Total	100%	100%	100%	100%	100%

Table 34: The seriousness with which the Office treated your complaint:

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=455	N=208	N=229	N=257	N=1149
Satisfied or very satisfied	68%	53%	65%	63%	64%
Neither satisfied nor dissatisfied	12%	13%	13%	13%	13%
Dissatisfied or very dissatisfied	20%	34%	22%	24%	24%
Total	100%	100%	100%	100%	100%

Table 35: How often you were told about the progress of your complaint:

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=440	N=204	N=214	N=254	N=1112
Satisfied or very satisfied	68%	58%	71%	69%	67%
Neither satisfied nor dissatisfied	17%	14%	15%	11%	15%
Dissatisfied or very dissatisfied	15%	28%	14%	20%	18%
Total	100%	100%	100%	100%	100%

Table 36: The overall time it took to resolve your complaint:

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=412	N=182	N=198	N=238	N=1030
Satisfied or very satisfied	64%	52%	63%	51%	58%
Neither satisfied nor dissatisfied	18%	15%	12%	16%	16%
Dissatisfied or very dissatisfied	18%	33%	26%	33%	26%
Total	100%	100%	100%	100%	100%

Table 37: If you had a new complaint about the police, would you use the complaints system again?

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=447	N=208	N=228	N=250	N=1133
Yes	77%	66%	72%	73%	73%
No	23%	34%	28%	27%	27%
Total	100%	100%	100%	100%	100%

Table 38: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=460	N=216	N=231	N=259	N=1166
Satisfied or very satisfied	68%	53%	61%	58%	62%
Neither satisfied nor dissatisfied	11%	10%	14%	14%	12%
Dissatisfied or very dissatisfied	21%	37%	25%	29%	26%
Total	100%	100%	100%	100%	100%

Table 39: Overall, do you think you were treated fairly by the Police Ombudsman's Office?

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=451	N=206	N=228	N=245	N=1130
Yes	79%	64%	75%	71%	74%
No	21%	36%	25%	29%	26%
Total	100%	100%	100%	100%	100%

Table 40: The outcome of your complaint:

	Working	Not working or permanently ill	Retired, student or looking after family home	Other	Total
	N=428	N=190	N=205	N=247	N=1070
Satisfied or very satisfied	44%	36%	43%	36%	41%
Neither satisfied nor dissatisfied	21%	12%	17%	18%	18%
Dissatisfied or very dissatisfied	35%	53%	40%	45%	42%
Total	100%	100%	100%	99%	101%

Additional copies of this and other publications are available from:

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