



**Complaints and Allegations Received by the Police  
Ombudsman for Northern Ireland**

**Quarterly Statistical Bulletin up to 30<sup>th</sup> June 2022**

**Published July 2022**

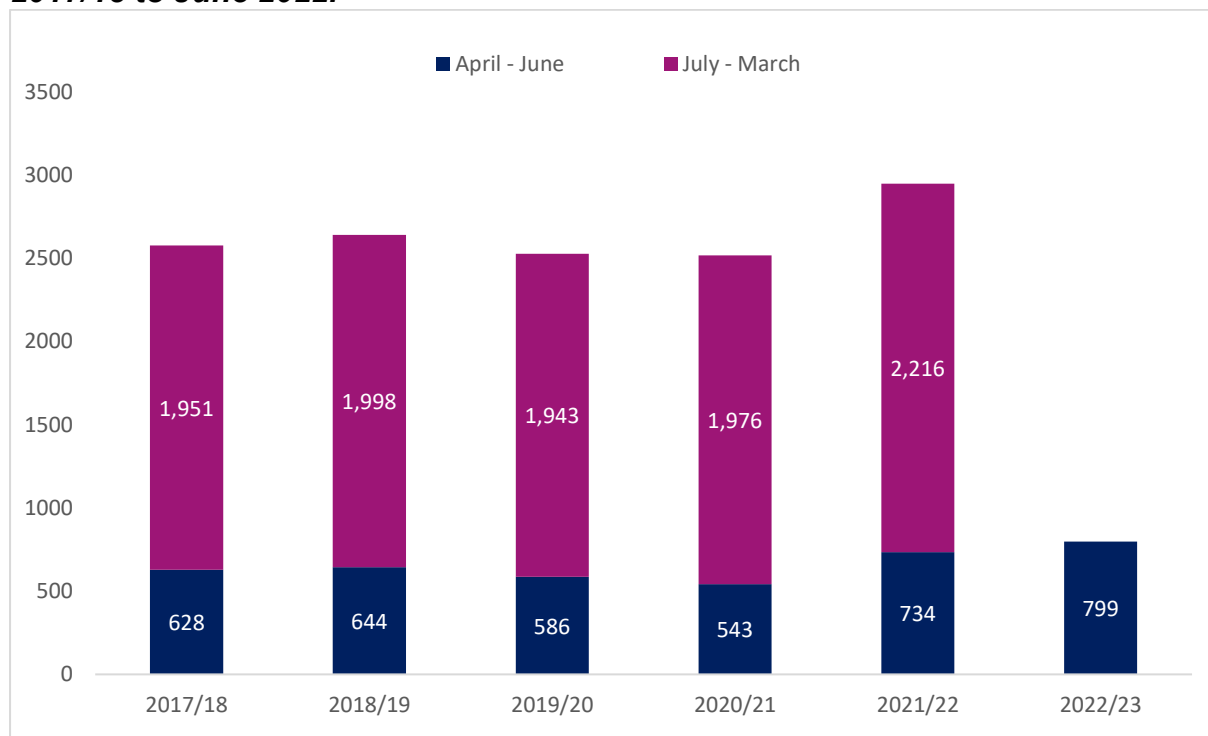
## Statistical Update up to 30<sup>th</sup> June 2022, published on 28<sup>th</sup> July 2022

This quarterly bulletin presents the most recent statistics on the number of complaints and allegations received by the Police Ombudsman, up to 30<sup>th</sup> June 2022. The statistics are based on information extracted from the Police Ombudsman's Case Handling System (CHS) on the 5<sup>th</sup> July 2022.

### Complaints Received

The Office received just under 800 complaints between April and June 2022. This is a 9% increase in the number of complaints received when compared with the same period last year. It is also the highest number of complaints received during Quarter 1 when compared with the previous five years (Figure 1).

**Figure 1: Number of complaints received by the Police Ombudsman's Office, 2017/18 to June 2022.**



## Main Complaint Factor

'Criminal investigation' was the most common main factor<sup>1</sup> underlying complaints between April and June 2022. This accounted for 34% of complaints received during this time.

Complaints arising from 'Domestic Incident' had the largest percentage decrease between April and June 2022 when compared with the same period last year.

Complaints regarding 'Criminal investigation' had the largest percentage increase during this time.

**Table 1: Comparison in the main factor of complaints received during April to June 2021 and April to June 2022.**

Main Complaint Factor	April - June 2021	April - June 2022	Difference	% Difference
Criminal Investigation	191	270	79	41%
Arrest	109	107	-2	-2%
Police Enquiries	51	62	11	22%
Traffic Incident	57	57	0	0%
Domestic Incident	66	52	-14	-21%
Search	43	45	2	-
Complaints relating to the 'troubles'	3	7	4	-
Parade/Demonstration	4	4	0	-
Police enforcing COVID-19 restrictions	9	1	-8	-
Other	183	147	-36	-20%
Unknown	18	47	29	-
<b>Total</b>	<b>734</b>	<b>799</b>	<b>65</b>	<b>9%</b>

Note: % Difference only reported when base numbers are greater than 50

---

<sup>1</sup> The main complaint factor refers to the main situation giving rise to the complaint.

## Complaints received by Police District

The number of complaints increased in 7 of the 11 known police districts between April and June 2022 when compared with last year. District A – Belfast City had the largest increase during this time (Table 2).

**Table 2: Comparison in the number of complaints received in each police district during April to June 2021 and April to June 2022.**

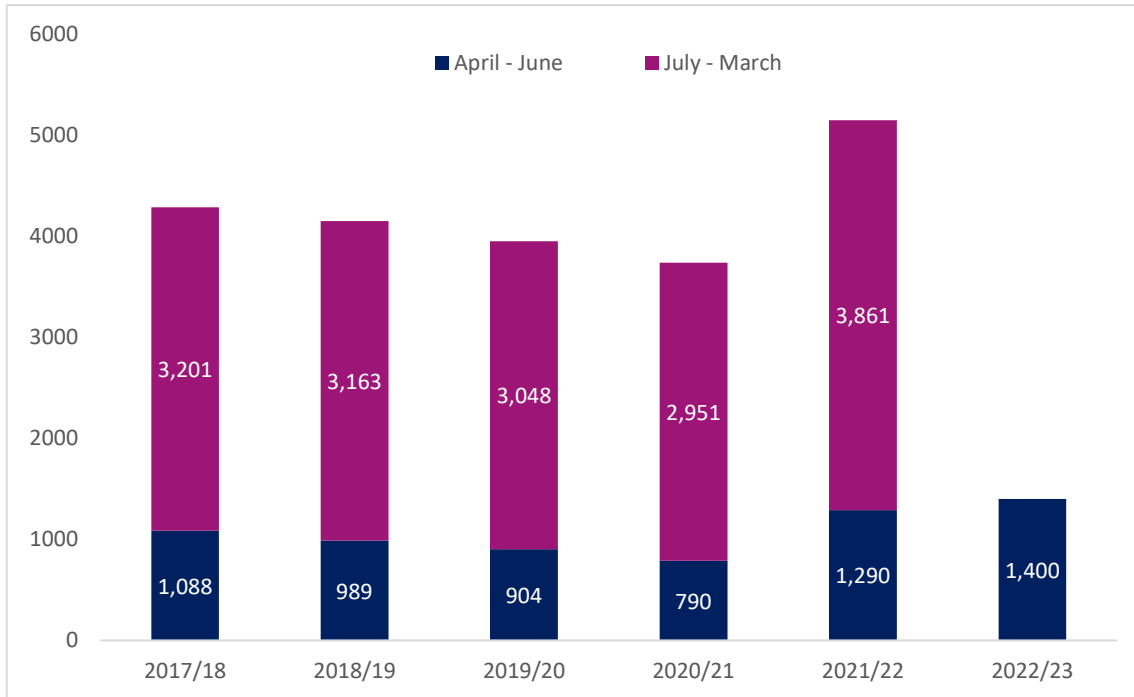
District	April - June 2021	April - June 2022	Difference	% Difference
District A - Belfast City	204	241	37	18%
District B - Lisburn & Castlereagh	32	40	8	-
District C - Ards & North Down	44	38	-6	-
District D - Newry Mourne & Down	49	53	4	-
District E - Armagh City, Banbridge & Craigavon	65	80	15	23%
District F - Mid Ulster	33	21	-12	-
District G - Fermanagh & Omagh	28	44	16	-
District H - Derry City & Strabane	52	57	5	10%
District J - Causeway Coast & Glens	59	53	-6	-10%
District K - Mid & East Antrim	51	56	5	10%
District L - Antrim & Newtownabbey	58	49	-9	-16%
Unknown/ Other Organisation	59	67	8	14%
<b>Total</b>	<b>734</b>	<b>799</b>	<b>65</b>	<b>9%</b>

Note: % Difference only reported when base numbers are greater than 50

## Allegations Received

The Office received 1,400 allegations between April and June 2022. This is the highest number of allegations received during this time when compared with each of the previous five years (Figure 2).

**Figure 2: Number of allegations received by the Police Ombudsman's Office, 2017/18 to June 2022**



## Allegation Type

'Failure in duty' was the most common allegation type received between April and June 2022, accounting for over half of all allegations received. Allegations about 'Failure in duty' had the largest percentage increase during this time when compared to last year (Table 3).

**Table 3: Comparison in the types of allegations received during April to June 2021 and April to June 2022.**

Allegation Type	April – June 2021	April – June 2022	Difference	% Difference
Failure in Duty	589	717	128	22%
Oppressive Behaviour	290	332	42	14%
Incivility	70	78	8	11%
Unlawful/Unnecessary Arrest/Detention	54	61	7	13%
Search	52	53	1	2%
Mishandling Of Property	33	26	-7	-
Traffic	21	22	1	-
Malpractice	10	13	3	-
Allegations related to the 'Troubles'	3	7	4	-
Discriminatory Behaviour	20	6	-14	-
Section 55 Referral	16	3	-13	-
Other	132	82	-50	-38%
<b>Total</b>	<b>1,290</b>	<b>1,400</b>	<b>110</b>	<b>9%</b>

Note: % Difference only reported when base numbers are greater than 50

## Officers with multiple complaints

There were 20 PSNI officers who attracted three or more complaints that were formally investigated or dealt with by way of Informal Resolution between July 2021 and June 2022 (Table 4).

***Table 4: Officers with three or more complaints that were formally investigated or dealt with by Informal Resolution, twelve month period ending June 2022.***

<b>Twelve month period ending</b>	<b>Number of officers with 3+ complaints formally investigated or dealt with by Informal Resolution</b>
June 2022	20

## Additional Information

### Data Use

The information presented in this document has been produced to meet the needs of our key users who need timely information on the number of complaints and allegations received by the Police Ombudsman's Office. The main users of this quarterly bulletin are the Police Ombudsman for Northern Ireland (PONI or the Office), the Police Service of Northern Ireland (PSNI) and the Northern Ireland Policing Board (NIPB). This statistical update is the outcome of consultation with these users, it gives them access to information that they can use to form discussions at their regular meetings.

### Understanding the Statistics

The number of complaints received by the Police Ombudsman's Office includes complaints made by members of the public relating to the conduct of PSNI officers or those employed by other organisations under the Office's remit<sup>2</sup>. The number of complaints also includes those matters that have been referred to the Police Ombudsman's Office from other organisations<sup>3</sup>, and any matter that the Police Ombudsman has decided is in the public interest to investigate.

There are a number of factors that may influence whether or not a person makes a complaint to the Police Ombudsman. It is important when drawing conclusions from the statistics not to take a simplistic view but to consider the following factors:

- The number and nature of police operations conducted;
- The performance of police officers;
- The level of interaction between the public and the police;
- The awareness of the Police Ombudsman's Office, knowledge of how to make a complaint, and public confidence in the Office;
- The size of the police service;
- Changes to the PSNI's or the Offices' procedures;
- The level of crime;
- The number of public order incidents; and
- Population demographics.

Each complaint the Police Ombudsman's Office receives is made up of one or more allegations. The allegation describes the types of behaviours being complained about or the separate issues making up the complaint. For example, a person may make a complaint stating a police officer had pushed them *and* was rude. This would be recorded as one complaint with two allegations. The number of allegations received also includes a small number of residual matters, these are matters of concern identified during an investigation that were not originally detailed in the complaint, typically these account for around 1% to 2% of the allegations received.

Care should be taken when comparing the number of complaints or allegations received at police district level as some of the differences between districts may reflect variations in their

---

<sup>2</sup> The Office's remit extends to: Police Service of Northern Ireland including Designated Civilians, the Belfast Harbour Police, The Belfast International Airport Police, the Ministry of Defence Police, the National Crime Agency, 'serious' complaints regarding mutual aid police officers from Great Britain and 'serious' complaints regarding certain Home Office employees (immigration officers, designated customs officials and custom revenue officials).

<sup>3</sup> The Police Service of Northern Ireland (PSNI), Public Prosecution Service (PPS), Northern Ireland Policing Board (NIPB) and the Department of Justice (DOJ).



composition, such as the degree of urbanization, level of deprivation and the balance between the resident population, day-time population and the night-time economy. It is also important to note that the system is live and data may therefore be subject to future revisions.

### **Further information**

A more detailed break-down of the types of complaints and allegations received by the Police Ombudsman's Office over the last five years, as well as presenting information on the outcomes of complaints, is presented in the 'Annual Statistical Bulletin of the Police Ombudsman for Northern Ireland'. This is available on the Office's [website](#).

An additional geographic breakdown of the types of complaints and allegations received by the Police Ombudsman in previous years is available on the [Northern Ireland Neighbourhood Information Service \(NINIS\)](#).

If you would like information on other statistics published by the Police Ombudsman's Office please see the statistics and research page on the Police Ombudsman's [website](#).

### **Publication**

The Police Ombudsman's Office will publish information in year on a quarterly basis. Where possible, this information will be published on the Police Ombudsman's website at 9:30am on the fourth Thursday of the month following the end of the quarter. In some instances however it may be necessary to publish the bulletin earlier or later in the quarter. A more detailed publication will be published at the end of the financial year concentrating on the trends in the number of complaints and allegations received over the last five years.

The second quarterly update of 2022/23 is due to be published on Thursday 27<sup>th</sup> October 2022 and it will include statistics up to the 30<sup>th</sup> September 2022.

### **User Feedback**

We continuously welcome your feedback or comments on the statistics released. If you would like to forward your views or to receive notifications of statistical releases please email your contact details to [info@Policeombudsman.org](mailto:info@Policeombudsman.org) further contact details are available on the back page of this bulletin.



Additional copies of this and other publications are available from:  
Information and Communications Unit  
Police Ombudsman for Northern Ireland  
New Cathedral Buildings  
11 Church Street  
Belfast  
BT1 1PG

**Telephone:** 028 9082 8634

**Witness Appeal Line:** 0800 0327 880

**Email:** [info@policeombudsman.org](mailto:info@policeombudsman.org)

These publications and other information about the work of the Police Ombudsman for Northern Ireland are also available on the Internet at: **Website:** [www.policeombudsman.org](http://www.policeombudsman.org)