

Annual Report on
Complainant Satisfaction
with services provided by the
Police Ombudsman's Office in
Northern Ireland
2013/14

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Introduction

The Office of the Police Ombudsman for Northern Ireland 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. The Police Ombudsman is 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 services provided by the Office. Up until September 2005 complainant satisfaction surveys were based on samples of complainants however from September 2005 the Office began surveying all complainants who had a complaint closed.

This report presents the findings from the thirteenth annual Complainant Satisfaction Survey and includes information collected from complainants whose complaint was closed between April 2013 and March 2014. It also presents trend data from 2009/10 and data for the key questions where information is available. Results for the three key questions were also analysed by equality groups.

Key Trends:

- When complainants were asked how staff from the Office seemed to them in relation to a number of characteristics the majority of complainants had positive perceptions of staff, with around nine out of ten complainants reporting staff were polite, easy to understand, friendly or professional.
- Sixty-five percent of complainants thought they had been treated fairly in 2013/14, although this proportion has decreased from 74% in 2009/10.
- In 2013/14, 65% of complainants said they would use the complaints system again, and this has decreased from 71% in 2009/10.
- Overall complainant satisfaction has fallen from 65% in 2009/10 to 50% in 2013/14.

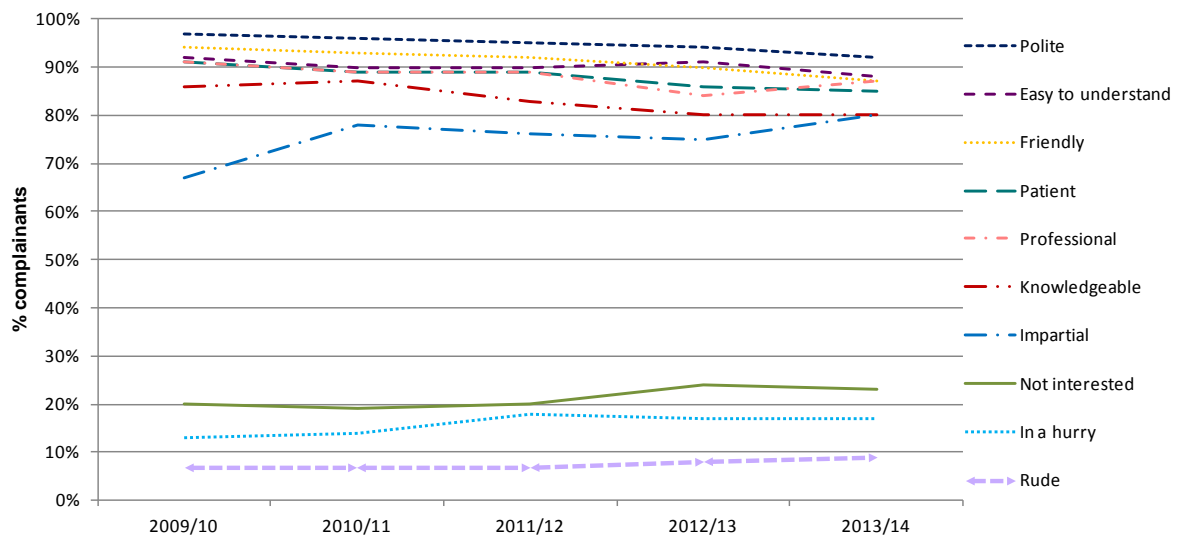
Trends

Perception of Ombudsman staff

The majority of complainants said that they had spoken to a member of staff. These respondents were asked how staff had appeared to them in relation to a number of positive and negative characteristics.

In 2013/14 the majority of respondents had positive views of staff (Figure 1, Table 1).

Figure 1: Complainant perception of Ombudsman staff, 2009/10 - 2013/14



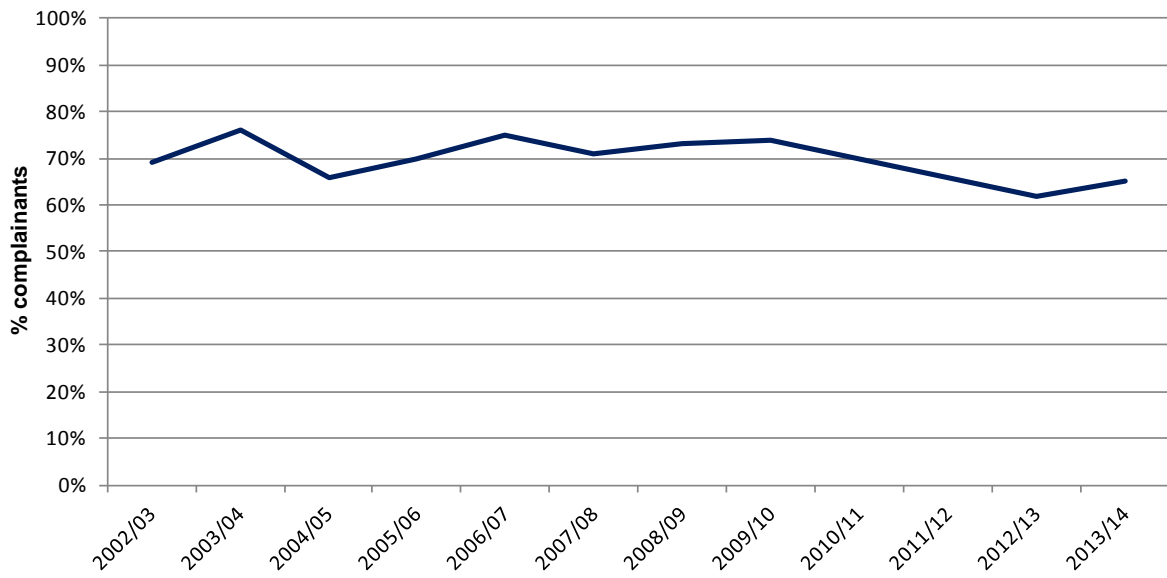
Eighty percent of complainants thought staff were impartial during 2013/14, which marks an improvement on the level recorded in 2009/10.

However, the proportions of complainants who thought staff were polite, friendly, patient or knowledgeable all decreased compared with the levels reported in 2009/10.

Fairness of treatment

When complainants were asked if they felt they were treated fairly by the Office, 65% responded positively during 2013/14. This proportion has decreased since 2009/10 when 74% of respondents felt that they were treated fairly (Figure 2, Table 2).

Figure 2: Fairness of treatment, 2002/03 - 2013/14



Between April 2011 and March 2014, women were more likely to think they had been treated fairly than men. Respondents aged 16-34 were more likely to think that they were treated fairly than those aged 35-54. Respondents who described themselves as being disabled were less likely to think they were treated fairly than those who were not disabled (Appendix 3, Tables 3-9).

Complainants who felt they were not treated fairly were asked to say why this was.

A number of individuals replied that they felt the Ombudsman's Office showed bias towards the police:

"As far as I am concerned the Ombudsman staff take offence at one complaining about the PSNI even though it is their job..."

"I felt the investigation was very biased. It was the police officers word against mine".

Some of the complainants felt the Office did not carry out an adequate investigation or failed to provide information/updates:

“The accident was never properly investigated. In my opinion your Office is a waste of public money.”

“Poor correspondence of reporting progress of incident. No feed back or progress. Conclusion letter recently received not laid out in an easy to follow manner.”

Finally, a number of complainants had issues with the time limit allowed to lodge a complaint:

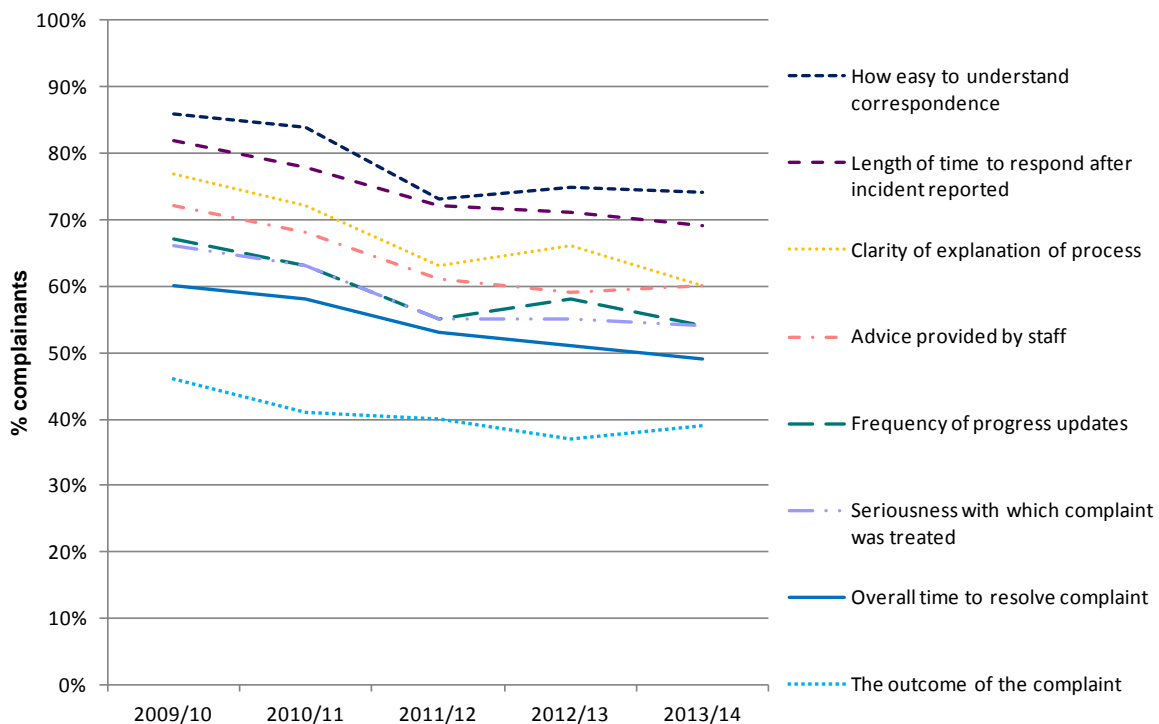
“I was treated fairly by your staff, but your system of twelve month window is extremely unfair.”

Level of satisfaction with aspects of the complaints process

Complainants were asked to comment on how satisfied or dissatisfied they were with aspects of the complaints process.

In 2013/14, complainants were most likely to be satisfied with how easy the correspondence was to understand and the length of time taken to respond after the incident was reported to the Office (Figure 3, Table 10).

Figure 3: Complainant satisfaction with aspects of the complaints process, 2009/10 - 2013/14



Satisfaction levels have generally stabilised over the last three years, despite decreasing for almost all aspects between 2009/10 and 2011/12.

Complainants continue to be least satisfied with the outcome of their complaint than for other aspects of the complaints process. When considering the level of satisfaction with outcome the reader should consider the types of recommendations arising from allegations. When the investigation of an allegation is complete, a number of recommendations for allegation closure are made. In 2013/14, the largest proportion of recommendations made was to close the allegation as 'not substantiated' (35%) due to insufficient evidence to support the allegation (Table 11). Four percent recommended some form of action, for example that the police officer receive advice and guidance regarding the allegation made by the complainant.

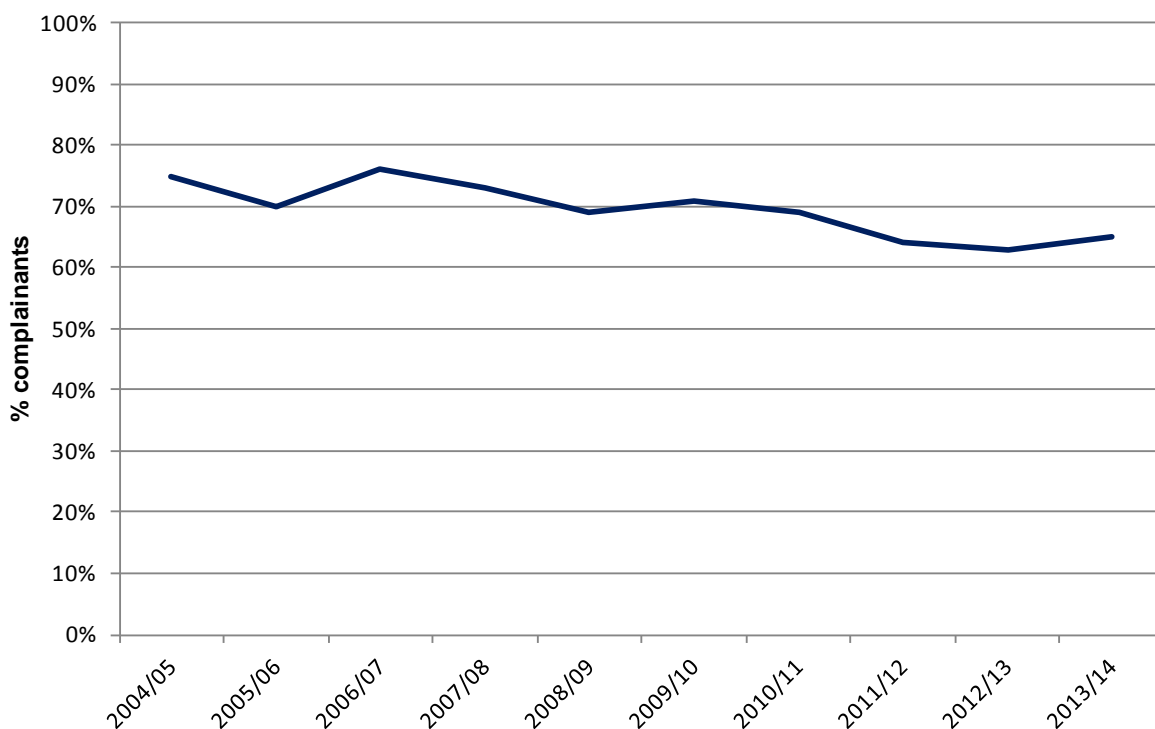
The Office is committed to providing good customer service to both complainants and police officers. As a result of this commitment, the Office sets various 'service commitment' targets, a number of which relate to responsiveness, prompt service and timely processes. Two of these targets state that '*85% of complainants to be updated every 6 weeks*' and '*90% of complaints, not subject of investigation or Informal Resolution, to be dealt with within 40 working days*'. In 2013/14, the Office met both of these targets, 89% and 97% respectively; despite results from this survey showing that satisfaction with these aspects of the complaints process continues to be lower than for other aspects.

Would complainants use the system again?

Respondents were also asked – ‘If you had a new complaint about the police, would you use the complaints system again?’

In 2013/14, 65% of complainants said that they would use the complaints system again. The proportion of complainants who said they would use the system again has fallen since 2009/10 when 71% of complainants said they would use the system again (Figure 4, Table 12).

Figure 4: Complainants who would use the system again, 2004/05 - 2013/14



Between April 2011 and March 2014, women were more likely to say that they would use the complaints system again compared with men (Appendix 3, Tables 13-19).

Information from this survey is used by the Office to measure compliance against a number of key performance indicators (KPI's) some of which relate to the quality and effectiveness of investigations, levels of satisfaction and confidence in the police complaints system. One of these KPI's states that the Office will aim:

'to maintain a level of at least 75% of complainants willing to use the service again.'

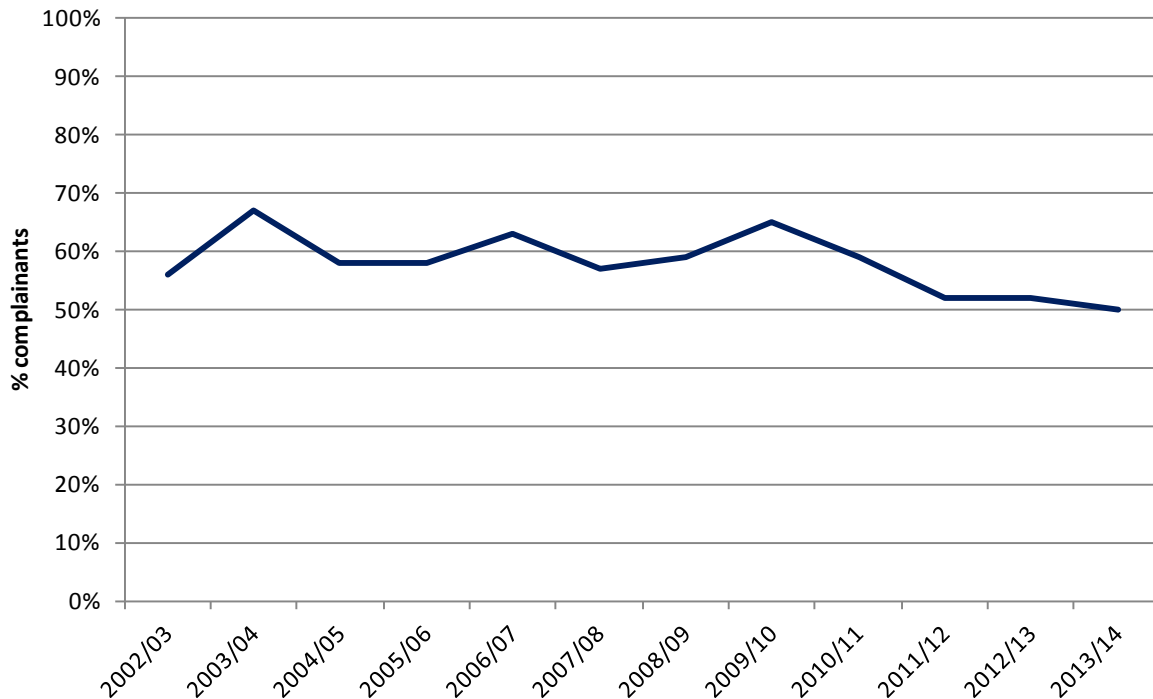
In 2013/14, the Office failed to meet this target with 65% of respondents willing to use the service again.

Levels of satisfaction with service received

Finally, respondents were asked – ‘Overall taking everything into account, how satisfied or dissatisfied were you with the service you received from the Police Ombudsman’s Office?’

In 2013/14, 50% of respondents stated that they were satisfied or very satisfied with the service they received from the Ombudsman’s Office. The overall satisfaction level has decreased since 2009/10 when 65% of complainants were satisfied with the service provided. The proportion of complainants who were satisfied with the service provided was higher in 2003/04 and 2009/10 than in other years (Figure 5, Table 20a & 20b).

Figure 5: Overall complainant satisfaction levels with service provided, 2002/03 - 2013/14



Between April 2011 and March 2014, women were more likely to be satisfied with the service they received compared with men (Appendix 3, Tables 21-27).

The Office has also made a commitment:

‘to maintain a level of 60% of complainants being satisfied or very satisfied with the service received.’ –

In 2013/14, the Office failed to meet this target whereby 50% of respondents were satisfied or very satisfied with the service received.

Measures to improve service

Respondents were asked if there were any measures that the Office of the Police Ombudsman could take to improve its service to the public.

Around 58 complainants made positive comments or indicated that in their opinion there were not any measures that the Office of the Police Ombudsman needed to take to improve service:

“I was extremely satisfied with the service provided by the Ombudsman’s Office. I cannot from my experience highlight or find any areas that need improving.”

“Very happy with the way the complaint was dealt with when it seemed like nobody else was listening.”

“No, the office was very fair and impartial, was satisfied with everything done for me.”

A further 205 comments were made by complainants.

One fifth of these comments concerned the perceived lack of impartiality and bias towards the PSNI shown by the Office:

“Your office took the word of a police officer even though his statement was all over the place”.

“Yes, listen to what people are saying to them and act on it, stop siding with the PSNI, and investigate complaints properly.”

Other complainants felt that the Office failed to provide enough information or failed to communicate effectively with the complainant:

“Was never told about the progress of my complaint. Was never advised how my complaint was investigated, where and when it took place, who was spoken to and what the response was from the PSNI. Feed-back would have been the least I expected.”

“Measures would be most needed around correspondence if delays happen. Ensure communication in letters for those with English as a second language. More updates if there are unseen changes.”

“I think interview face to face would be better for both parties to explain situation.”

While others felt that the Office failed to carry out a proper investigation or had issues with the outcome of the complaint:

“Although I was satisfied with your service, I was disappointed with the outcome! The police were found to be negligent and to have lied - I would have expected at least an apology (probably not in your remit).”

“Investigate a complaint fully; get to the truth to access all information relevant to a complaint.”

A number of complainants felt the Office was a waste of time:

I consider the complaint process to be a total waste of public money and a cover up for the PSNI failure to do their job properly. I do not wish to engage in any further correspondence.”

“Actually punish police officers that do wrong. Entire waste of time - useless!!!”

Appendix 1: Methodology and respondent profile

Methodology:

Up until September 2005 complainant satisfaction surveys were based on samples of complainants who had their complaint closed. From September 2005, the Office began surveying all complainants who had a complaint closed.

Complainant satisfaction forms are issued by the Office's Research and Statistics to complainants following closure of a complaint and within seven days from the start of the month (Appendix 4). Once a form is returned to the Office, it is date stamped and the information is input into an SPSS¹ document and saved.

In 2013/14, 3,045 questionnaires were issued to complainants who had a complaint closed between April 2013 and March 2014 and a total of 521 questionnaires were returned. This represents a response rate of 17%. Currently satisfaction forms are issued to all complainants including those whose complaint has been closed due to non co-operation. If we exclude these complainants from the survey the response rate for 2013/14 would have increased to 23%.

Between April 2011 and March 2014, 8,870 satisfaction questionnaires were issued and 1,502 responses were received, of which 698 responded to the equality questionnaire. This allowed an analysis of satisfaction ratings by some of the different equality categories. For this report seven categories were analysed namely gender, age, religious belief, disability, marital status, employment status and dependents. The results were based on three years combined data due to the small number of replies for some of the equality groupings for individual years.

Figures provided in the tables may not add up to 100% due to the effect of rounding. Figures may also be subject to minor revision and these will be notified in accordance with our revisions policy. The revisions policy can be accessed at www.policeombudsman.org.

¹ SPSS is a statistical software package developed for use by social scientists.

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.

In addition to those respondents who declared their gender and age on the monitoring form, it was also possible to determine the majority of complainants' gender from their title or salutation, and their age from the date of birth already provided. This meant that gender was known for almost 100% of respondents and age was known for 80% of respondents.

In order to analyse religious belief the category was merged into 'Catholic', 'Other Christian' and 'Other/No Religion'. The category of 'Other Christian' includes; Presbyterian, Church of Ireland, Methodist and Other Christian Belief.

In order to analyse marital status, the category was merged into 'married' and 'not married'. The sub-category of 'married' includes those respondents who declared their marital status as: married, co-habiting and in a civil partnership. The sub-category of 'not married' includes single, divorced, separated and widowed respondents.

In order to analyse employment status, the category was merged into 'employed' and 'not employed'. The sub-category of 'employed' includes those respondents who declared their employment status as: self-employed, employed full-time and those employed part-time. The sub-category of 'not employed' includes respondents who were looking after home and/or family, not working because they were permanently sick, retired, student, unemployed and other.

The categories of ethnic origin, sexual orientation and political opinion were not analysed due to the limited diversity of replies.

Respondent Profile²:

Age and Gender profile: In 2013/14, 33% of respondents to the satisfaction survey were female (67% male), while 27% of overall complainants were female. This would suggest that females were over-represented among those who responded to the satisfaction survey.

In 2013/14, 26% of respondents were aged 16-34, 51% were aged 35-54 and 23% were aged 55+. Overall, 9% of complainants to the Office were aged 55+. This would suggest that older respondents were over-represented among those who responded to the survey.

Outcome of complaints: The Case Handling System (CHS) does not record closure types at complaint level but records recommendations for closure made at allegation level and at 'Complained Against Person' (CAP - police officer) level. Thus, the number of recommendations for closure made is a lot greater than the number of complaints closed by the Office. The number of recommendations is also greater than the number of allegations closed, as there can be multiple recommendations made against each allegation for example in cases where there are a number of officers associated with the allegation. This accurately reflects the likelihood that a complaint will have a range of outcomes across each allegation and CAP within the complaint.

In 2013/14, 7,330 recommendations for closure were made against 5,536 allegations closed (3,452 complaints closed in 2013/14).

Appendix 3, Table 11 shows the types of recommendations arising from allegations closed in 2013/14. Not surprisingly, respondents were less likely to respond to the survey when their complaint was closed due to 'non co-operation' and more likely to respond when the complaint resulted in some form of action being recommended. Results also show that in 2013/14, respondents were more likely to respond to the survey when their complaint was closed due to Informal Resolution/Local Resolution.

² See: Trends in Complaints and Allegations received by the Police Ombudsman for Northern Ireland, 2013/14: Annual Statistical Report of the Police Ombudsman for Northern Ireland (www.policeombudsman.org)

Appendix 2: Notes to reader

Official Statistics:

This is an Official Statistics publication. Official Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics. They undergo regular validation checks to ensure that they meet customer needs. They are produced free from any political interference.

Data use:

The data collected are used by the Office to monitor and evaluate the service provided to complainants who have made a complaint to the Ombudsman's Office and identify any issues that arise in a timely manner. The data are also used by this Office to comply with the KPI's detailed in the 'Annual Report and Accounts Report, 2013/14', which is available on the Office's web-site (www.policeombudsman.org). The data may also be used to answer enquiries from the Northern Ireland Assembly, the Department of Justice, Parliament and the public.

Data quality:

OPONI staff carry out regular quality assurance reviews of all data input into the CHS. One aspect is to ensure that the appropriate complaint closure details are recorded on the system correctly.

The survey forms are issued by the Research and Statistics Team of the Office following closure of a complaint. Once the information from the forms has been transferred to an electronic file approximately 10% of the data entries are validated by a supervisor on a regular basis.

Data limitations:

Questionnaires are normally issued to all complainants when their complaint is closed. However, in some cases forms are not issued, for example when it is impossible to identify the complainant (i.e. the Complaints Officer has recorded the complainant as anonymous), because the complainant's address is not recorded or if only an email address is available. Forms are also not issued in the following circumstances:

- Case has been closed 'Duplicate or Repetitive',
- Complaints made by or on behalf of juveniles,
- Complaints where it is known the complainant has died,
- Section 55 referrals or OPONI call ins (non complaint matters),
- Correspondence made via email or where there is no contact address and
- Complaints made by or on behalf of organisations.

In other cases the complainant contacts the Office to ask to be excluded from future surveys. Whilst Office staff aim to persuade the complainant by explaining the background to the survey in some cases the complainant still wishes to be excluded from all future surveys.

Improvements:

In an effort to increase the overall return rate, second and third reminders were sent to complainants who had not responded along with a slightly amended covering letter urging them to complete the satisfaction form. In addition to this, complainants who had not returned a form and whose complaints were closed between November 2013 and December 2013, were contacted by phone and asked three key questions – 'Overall do you think you were treated fairly by the Office?', 'If you had a new complaint about the police, would you use the complaints system again?' and 'Overall taking everything into account, how satisfied or dissatisfied were you with the service you received from the Police Ombudsman's Office?'. All of these measures played a part in increasing the response rate from 15% to 17% at the end of the year.

Appendix 3: Results

Table 1: Complainant perception of Ombudsman staff, 2009/10 - 2013/14

Perception	2009/10	2010/11	2011/12	2012/13	2013/14
Polite	97%	96%	95%	94%	92%
Easy to understand	92%	90%	90%	91%	88%
Friendly	94%	93%	92%	90%	87%
Professional	91%	89%	89%	84%	87%
Patient	91%	89%	89%	86%	85%
Impartial	67%	78%	76%	75%	80%
Knowledgeable	86%	87%	83%	80%	80%
Not interested	20%	19%	20%	24%	23%
In a hurry	13%	14%	18%	17%	17%
Rude	7%	7%	7%	8%	9%

Table 2: Overall, do you think you were treated fairly by the Office? 2002/03 - 2013/14

Year	% Treated Fairly
2002/03	69%
2003/04	76%
2004/05	66%
2005/06	70%
2006/07	75%
2007/08	71%
2008/09	73%
2009/10	74%
2010/11	70%
2011/12	66%
2012/13	62%
2013/14	65%

Table 3: Do you think you were treated fairly, by gender, April 2011 - March 2014?

	Female N=478	Male N=898
Yes	74%	60%
No	26%	40%
Total	100%	100%

Table 4: Do you think you were treated fairly, by age group, April 2011 - March 2014?

	16-34 N=329	35-54 N=530	55+ N=241
Yes	72%	64%	66%
No	28%	36%	34%
Total	100%	100%	100%

Table 5: Do you think you were treated fairly, by religion, April 2011 - March 2014?

	Catholic N=216	Other Christian N=316	Other/No Religion N=116
Yes	65%	72%	69%
No	35%	28%	31%
Total	100%	100%	100%

Table 6: Do you think you were treated fairly, by disability, April 2011 - March 2014?

	People with disabilities N=179	People without disabilities N=464
Yes	63%	71%
No	37%	29%
Total	100%	100%

Table 7: Do you think you were treated fairly, by marital status, April 2011 - March 2014?

	Married N=282	Not Married N=368
Yes	67%	71%
No	33%	29%
Total	100%	100%

Table 8: Do you think you were treated fairly, by employment status, April 2011 - March 2014?

	Employed N=279	Not Employed N=344
Yes	71%	69%
No	29%	31%
Total	100%	100%

Table 9: Do you think you were treated fairly, by those with/without dependants, April 2011 - March 2014?

	Dependants N=293	No Dependents N=329
Yes	68%	69%
No	32%	31%
Total	100%	100%

Table 10: Complainant satisfaction with aspects of the complaints process, 2009/10 - 2013/14

Aspect	2009/10	2010/11	2011/12	2012/13	2013/14
How easy to understand correspondence	86%	84%	73%	75%	74%
Length of time to respond after incident reported	82%	78%	72%	71%	69%
Clarity of explanation of process	77%	72%	63%	66%	60%
Advice provided by staff	72%	68%	61%	59%	60%
Frequency of progress updates	67%	63%	55%	58%	54%
Seriousness with which complaint was treated	66%	63%	55%	55%	54%
Overall time to resolve complaint	60%	58%	53%	51%	49%
The outcome of the complaint	46%	41%	40%	37%	39%

Table 11: Recommendations arising from complaint closure, 2013/14

	Recommendations arising from survey respondents	Recommendations arising from all complaints
Not substantiated	36%	35%
Non co-operation	13%	29%
Outside Remit	12%	8%
To PPS no Criminal Charges recommended	5%	7%
Informally Resolved	14%	5%
Withdrawn	5%	5%
Recommended action	7%	4%
Ill founded	6%	4%
Substantiated NFA	1%	1%
Other	1%	2%
Total	100%	100%

Table 12: Would you use the complaints system again? 2004/05 - 2013/14

Year	% use again
2004/05	75%
2005/06	70%
2006/07	76%
2007/08	73%
2008/09	69%
2009/10	71%
2010/11	69%
2011/12	64%
2012/13	63%
2013/14	65%

Table 13: Would you use the complaints system again, by gender, April 2011 - March 2014?

	Female N=484	Male N=891
Yes	70%	61%
No	30%	39%
Total	100%	100%

Table 14: Would you use the complaints system again, by age group, April 2011 - March 2014?

	16-34 N=326	35-54 N=535	55+ N=243
Yes	67%	63%	64%
No	33%	37%	36%
Total	100%	100%	100%

Table 15: Would you use the complaints system again, by religion, April 2011 - March 2014?

	Catholic N=220	Other Christian N=312	Other/No Religion N=114
Yes	65%	65%	67%
No	35%	35%	33%
Total	100%	100%	100%

Table 16: Would you use the complaints system again, by disability, April 2011 - March 2014?

	People with disabilities N=179	People without disabilities N=464
Yes	60%	67%
No	40%	33%
Total	100%	100%

Table 17: Would you use the complaints system again, by marital status, April 2011 - March 2014?

	Married N=276	Not Married N=374
Yes	64%	66%
No	36%	34%
Total	100%	100%

Table 18: Would you use the complaints system again, by employment status, April 2011 - March 2014?

	Employed N=274	Not Employed N=346
Yes	67%	64%
No	33%	36%
Total	100%	100%

Table 19: Would you use the complaints system again, by those with/without dependants, April 2011 - March 2014?

	Dependants N=291	No Dependants N=327
Yes	64%	65%
No	36%	35%
Total	100%	100%

Table 20a: Satisfaction levels with the service provided by the Office, 2002/03 - 2013/14

Satisfaction level	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Very satisfied	32%	37%	31%	29%	31%	28%	31%	36%	30%	23%	31%	23%
Satisfied	14%	30%	28%	29%	31%	30%	28%	29%	29%	29%	21%	27%
Neither satisfied nor dissatisfied	10%	9%	11%	14%	15%	16%	11%	8%	10%	12%	9%	12%
Dissatisfied	10%	4%	8%	8%	6%	7%	7%	9%	10%	14%	8%	13%
Very dissatisfied	24%	20%	22%	20%	17%	20%	23%	18%	22%	23%	31%	25%

Table 20b: Overall complainant satisfaction with the service provided by the Office, 2002/03 - 2013/14

Year	% Satisfied
2002/03	56%
2003/04	67%
2004/05	58%
2005/06	58%
2006/07	63%
2007/08	57%
2008/09	59%
2009/10	65%
2010/11	59%
2011/12	52%
2012/13	52%
2013/14	50%

Table 21: Overall satisfaction/dissatisfaction with the service provided, by gender, April 2011 - March 2014.

	Female N=489	Male N=926
Satisfied	62%	46%
Not Satisfied	38%	54%
Total	100%	100%

Table 22: Overall satisfaction/dissatisfaction with the service provided, by age group, April 2011 - March 2014.

	16-34 N=334	35-54 N=546	55+ N=248
Satisfied	51%	52%	56%
Not Satisfied	49%	48%	44%
Total	100%	100%	100%

Table 23: Overall satisfaction/dissatisfaction with the service provided, by religion, April 2011 - March 2014.

	Catholic N=226	Other Christian N=317	Other/No Religion N=116
Satisfied	52%	57%	56%
Not Satisfied	48%	43%	44%
Total	100%	100%	100%

Table 24: Overall satisfaction/dissatisfaction with the service provided, by disability, April 2011 - March 2014.

	People with disabilities N=183	People without disabilities N=473
Satisfied	49%	57%
Not Satisfied	51%	43%
Total	100%	100%

Table 25: Overall satisfaction/dissatisfaction with the service provided, by marital status, April 2011 - March 2014.

	Married N=284	Not Married N=379
Satisfied	55%	55%
Not Satisfied	45%	45%
Total	100%	100%

Table 26: Overall satisfaction/dissatisfaction with the service provided, by employment status, April 2011 - March 2014.

	Employed N=280	Not Employed N=353
Satisfied	56%	54%
Not Satisfied	44%	46%
Total	100%	100%

Table 27: Overall satisfaction/dissatisfaction with the service provided, by those with/without dependants, April 2011 - March 2014.

	Dependants N=295	No Dependants N=336
Satisfied	54%	57%
Not Satisfied	46%	43%
Total	100%	100%

Appendix 4: Questionnaire

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?

Thank you for completing this form



Additional copies of this and other publications are available from:

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These publications and other information about the work of the Police Ombudsman for Northern Ireland are also available on the Internet at:

Website: <http://www.policeombudsman.org>