

## **Statement on the Police Ombudsman Customer Service (Statistics) Strategy**

This Statement is issued in accordance with the requirements set out in the Code of Practice for Official Statistics protocol on User Engagement. The [Code of Practice for Official Statistics](#) requires all producers of Official Statistics to publish transparent guidance on their policy for meeting user needs, through engagement with users.

The Office's Statistics and Research Team produces and publishes accurate, timely, user friendly and easily accessible statistics.

### **Service to Data Suppliers**

We will endeavour to operate efficiently, by placing the minimum load necessary on data providers. We will responsibly secure all the information provided to us and will respect the confidentiality of all identifying information in accordance with the accompanying statement on confidentiality.

### **Service to Users**

We are committed to serving the best interests of the users of our statistical information. We will:

- Publish our statistics on the pre-announced time and date;
- Publish our statistics in line with the Code of Practice for Official Statistics and the Office's Statistical Policies and Procedures;
- Provide supporting information and material in Official Statistics publications to help users make the best possible use of information provided;
- Provide accessible channels which enable users to supply us with their views and opinions;
- Respond efficiently and accurately to questions and enquiries from users;
- Consult with users on developments and changes to our statistical methodologies, publications or publication processes;
- Engage annually with users on our statistical work plan; and
- Respond in a timely manner to any complaints from users.

We will strive to be transparent when we are unable to meet any of these commitments, and will welcome suggestions from users on how to better meet their statistical requirements.

Statistics which are produced and released on a regular basis are available free of charge via the Statistics and Research homepage of the Police Ombudsman website, at: [www.policeombudsman.org](http://www.policeombudsman.org).

In accordance with the Code of Practice for Official Statistics, we will announce the month of release of these statistics at least 12 months in advance of release. All statistical releases are published at 9.30am.

Statistical releases will be made available in a range of printable formats, including Adobe Acrobat PDF. Tables from published statistics will also be made available in Microsoft Excel format and will be downloadable online. Where users require statistics that are not available from the regular statistical releases, enquiries should be addressed by email to [info@policeombudsman.org](mailto:info@policeombudsman.org).

## **Customer Service Standards**

We have a wide ranging and varied group of statistical customers, including:

- Members of the public;
- Ministers and policy makers within the Department of Justice;
- Political representatives, including Members of the Assembly;
- The Northern Ireland Policing Board;
- Police Service of Northern Ireland (PSNI);
- Other policing organisations;
- Policing and Community Safety Partnerships;
- Expert external special interest and pressure groups;
- Media and commentators.

We also have a range of internal customers ranging from Office investigators to the Police Ombudsman.

If you get in touch with us, you can expect us to be polite, approachable and helpful. We will make every reasonable effort to ensure that you are provided with information that is timely, relevant and accurate.

If you make a request for information, you should expect an initial response within five working days of receipt of your request. The response will either be an answer to the issue you have raised, or a notification that the correspondence is being dealt with, but noting that the reply may take longer than the initial five day period. In the event of a holding reply being issued, it will either contain a date by when we will provide a full response or a date by when you will be contacted with a progress update. Users can expect to receive a substantive reply within 20 working days, commencing from the date on which correspondence is received. Users will be encouraged to check on the progress of their request as and when they deem necessary.

Inevitably, minor mistakes will be made in the production of statistical information and we are committed to rectifying such issues promptly when they arise. We will always apologise when mistakes are made.

Should any service user wish to make a complaint about any member of the Statistics and Research Team this should be put in writing and forwarded to the Director of Information at the address provided below. Please also see our Statement on Complaints Strategy (Statistics).

**If you have any comments, suggestions or questions about the statistics produced by the Office, we would be happy to hear from you.**

**You can contact us:**

**By letter:**

Senior Statistician  
Statistics and Research Team  
Police Ombudsman for Northern Ireland  
11 Church Street  
Belfast  
BT1 1PG

**By Phone:** 028 9082 8670

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