



Statement on the Office's Complaints Strategy

This Complaints Strategy is issued in accordance with the requirements set out in the Code of Practice for Official Statistics. This guide explains the procedures for making a formal complaint, should individuals not feel satisfied with the level of service they have been afforded by the Research and Performance Directorate (RPD) of the Police Ombudsman's Office. Irrespective of whether the complaint is of an administrative or statistical nature, we understand that we must deal robustly with all complaints as it is in the best interests to ensure better service provision for the future.

RPD aims to deliver a high quality statistical service, which fulfils the principles incorporated within the Code of Practice for Official Statistics, and as laid out in our Customer Service strategy. Realistically though, we fully acknowledge that, occasionally, circumstances will prevail and RPD's service delivery standards will be affected by circumstances beyond its control. RPD is committed to rectifying such issues promptly when they arise. As a Directorate, we will always apologise when mistakes are made.

As a first port of call, we would welcome that you contact RPD directly to voice your concerns. RPD will strive to listen to your complaint, and:

- Treat it seriously, and in confidence;
- Investigate it thoroughly and fairly;
- Resolve it promptly, and informally whenever possible; and
- Learn from complaints to improve our services.

If you are unable to have your complaint adequately resolved with the person you have been dealing with in the Directorate, you can lodge a formal complaint about RPD's service provision or the individual service you have received.

Complaints can be made to the Director of Research and Performance in writing or by e-mail using the details at the bottom of this statement.

Please provide as much relevant information as possible so that your case can be dealt with promptly, including for example, the statistics with which you are unhappy or the member of staff from whom you feel you received inadequate service. Of course, where such detail is not available, more general complaints about the service we have provided are also welcomed. You should put the full details of your complaint in writing to:

The Director of Research and Performance
Police Ombudsman for Northern Ireland
11 Church Street
Belfast
BT1 1PG

Or:

research@policeombudsman.org

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Directorate will review and respond in line with the internal review process set out under the Freedom of Information Act policy.

If, however, your complaint relates to any other aspect of service, it will be acknowledged within 5 working days of receipt, giving the name of the member of staff dealing with it. The Director of Research and Performance aims to issue a full response to your complaint within 20 working days of receiving it. If this is not possible, he will tell you why and let you know when you can expect to get a full reply. It will help him deal with your complaint if you can provide as much background information as possible.

If you are not satisfied with the initial response you receive, or the way in which your complaint has been handled by the Director of Research and Performance, you can appeal to the Chief Executive. You should make this appeal in writing, giving full details of your dissatisfaction with the Director's decision. In such circumstances you should write to:

The Chief Executive
Police Ombudsman for Northern Ireland
11 Church Street
Belfast
BT1 1PG

Full details of the Police Ombudsman's Customer Complaints Policy can be found on the Office website www.policeombudsman.org.

If you remain dissatisfied with the response, and the issue is in connection with the provision of statistics or an issue of a statistical nature, you can then refer your complaint to the Head of Profession for Government Statistics in Northern Ireland:

Norman Caven
Chief Executive
Northern Ireland Statistics and Research Agency
McAuley House
2-14 Castle Street
Belfast
BT1 1SA

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:

Research and Performance Directorate
Police Ombudsman for Northern Ireland
11 Church Street
Belfast
BT1 1PG

By Phone:

028 9082 8670

By Email:

research@policeombudsman.org