

## Statement on the Police Ombudsman Complaints (Statistics) 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 Statistics and Research Team of the Police Ombudsman's Office Information Directorate. Irrespective of whether the complaint is of an administrative or statistical nature, we understand that we must deal robustly with all complaints to ensure better service provision for the future.

We aim to deliver a high quality statistical service, which fulfils the principles incorporated within the Code of Practice for Official Statistics and our customer service strategy. However, we fully acknowledge that, occasionally, circumstances will prevail and our service delivery standards may be affected by circumstances beyond our control. We are committed to rectifying such issues promptly when they arise. We will always apologise when we make mistakes.

In the first instance, we would welcome that you contact the member of staff directly to voice your concerns. They will 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 at that point you are unable to have your complaint adequately resolved, you can lodge a formal complaint about the Statistics and Research Team's service provision or the individual service you have received.

Complaints can be made to the Director of Information 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 Information  
Police Ombudsman for Northern Ireland  
11 Church Street  
Belfast  
BT1 1PG

Or:

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

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Director 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 five working days of receipt, giving the name of the member of staff dealing with it. The Director of Information 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 Information, 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](http://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:

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:**

Senior Statistician  
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)