Complainant Satisfaction by Equality Categories

2007/08 – 2009/10
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Executive Summary

The Office of the Police Ombudsman for Northern Ireland is committed to providing an independent impartial service for investigating complaints against the police, irrespective of the Section 75 (“Equality”) categories pertaining to the individuals making those complaints. Each year, the results of the Office’s Equality Monitoring and Complainant Satisfaction surveys are published; the purpose of this joint report is to determine where there are differences in satisfaction levels between various equality groupings as a means of determining how the Office can better serve all of its customers.

Between April 2007 and March 2010, 8,672 satisfaction questionnaires were issued and 1,681 responses were received; this represents a complainant satisfaction response rate of 19%.

During the same period, 8,640 Equality Monitoring forms were issued and the Office received 2,283 responses, thus an equality monitoring response rate of 26% was achieved.

The main findings of this report are as follows.

Gender and Age

- In general, females were more satisfied than males across all elements of satisfaction currently monitored by the Office. In addition, males were more likely than females to express dissatisfaction at the outcome of their complaint.
- The only instance where similar proportions of males and females stated their satisfaction was when complainants were asked if they would use the service again; males and females were equally likely to state that they would use the
police complaints system again if they had another complaint about the police.

- Respondents aged over 55 were generally more satisfied than those aged under 35 with how easy it was to understand any letters written to them, how clearly the complaints process was explained to them and the overall time taken to resolve their complaint.

- When compared with both 16-34 year olds and 35-44 year olds, complainants aged over 55 were also more satisfied with how long it took for the Office to reply after initially making their complaint, how seriously they felt the Office took their complaint and with how often they were informed of the progress of their complaint.

**Marital Status**

- Respondents who were living as part of a couple were more likely to state that they felt fairly treated by the Office when compared with those not living as part of a couple.

- Those living as part of a couple were more inclined to express satisfaction than those not living as part of a couple, when asked about how long the Office took to resolve their complaint, whether or not they would use the police complaints system again, how long the Office took to resolve their complaint and the advice given to them upon making their initial complaint directly to the Office.

- In addition, respondents who were living as part of a couple were generally more satisfied with how often they were informed of the progress of their complaint, the seriousness with which the Office took their complaint and the overall service they received from the Office, when compared with those respondents who were not living as part of a couple.
Disability Status
• Complainants without a disability were more likely to express satisfaction than those with a disability regarding: how clearly the complaints process was explained; how easy it was to understand any letters written to them; and the overall service provided by the Office.
• Complainants with a disability were more likely to be dissatisfied with the outcome of their complaint and with the overall level of service they felt they received from the Office than those without a disability.

Religious Belief
• Respondents with an ‘Other Christian’ belief were more inclined to express satisfaction with how seriously the Office took their complaint than Catholics and complainants with no Religious Belief.
• In addition, when asked about the advice given to respondents when they initially made their complaint, ‘Other Christians’ were more likely to express satisfaction than respondents with ‘No Religion.’

Employment Status
• Respondents who were working and those who were retired, students or looking after the family home were more likely to state that they felt fairly treated by the Office.
• Employed complainants were more inclined to respond favourably than those who were not working, when asked whether they would use the police complaints system again, the advice given to them when they initially made their complaint, and how seriously they felt the Office took their complaint.
• In addition, those who were working were more likely to be satisfied with the overall time taken to resolve their complaint and the overall service they received than those who were not employed.
When asked about how often respondents were informed of the progress of their complaint, those who were retired, students or looking after the family home were generally more satisfied than those who were not working.

When compared with respondents who were working, those who were not working were more likely to express their dissatisfaction with how fairly treated they felt, how seriously they felt the Office treated their complaint, the overall service received, the overall time taken to resolve the complaint and the outcome of the complaint.

**Conclusion**

As part of its ongoing commitment to the promotion of an effective programme of equality monitoring, the Office proposes to update the findings of this report every three years. This will allow for the monitoring of trends and patterns in relation to Section 75 categories and satisfaction with the service provided by the Office. In addition, the Police Ombudsman will establish a working group representing all functions within the Office to closely examine the findings of this report and take appropriate action to address the issues raised.
Introduction

The Office of the Police Ombudsman for Northern Ireland (the Office) 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.

Each year, the Office of the Police Ombudsman for Northern Ireland presents the results of a number of surveys carried out during the year, including the Complainant Satisfaction survey and the Equality Monitoring survey. The Office strives to provide the highest possible level of service to complainants, irrespective of their individual circumstances or beliefs. Thus, the purpose of this report is to examine the differences in satisfaction levels between people in different equality groups. Whilst both annual surveys are merited in their own right, it is beneficial to combine the results from both over a number of years so that the findings are a more robust reflection of the satisfaction levels within varying equality groupings.

Equality Monitoring Survey

The Office is committed to fulfilling the obligations laid upon it by Section 75 of the Northern Ireland Act (1998) (the “equality duties”). To help us achieve this we send every complainant a confidential self-completion questionnaire, asking for information relevant to the nine categories specified in Section 75. As we are committed to providing a service to all individuals and socio-economic groups within our society, we also ask questions on the additional category of employment status, which we consider to be a reliable indicator of economic deprivation.

Complainant Satisfaction Survey

The Office is also 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 the service they receive from the Office. Complainant Satisfaction forms are issued to all those who have a complaint closed to measure their views on a range of services provided by the Office.

**Combined Survey Analysis**

The findings of both the Complainant Satisfaction and Equality Monitoring surveys are reported by the Office on a yearly basis. The purpose of this report is to allow for a more in-depth exploration of the potential effects that each equality grouping may have on complainant satisfaction with the Office. Thus, this report combines the findings of both surveys which were carried out between 2007 and 2010.

**Graphical Illustrations**

For the purposes of ensuring the clarity of graphical representations of data, the satisfaction measures have been summarised into one, or a few, words within each applicable graph. The key for assessing which element of satisfaction being illustrated is as follows:

- **Fairly**: refers to whether or not the complainant felt fairly treated by the Office;
- **Advice**: the level of satisfaction of the complainant regarding the advice given to them after initially making their complaint directly to the Office;
- **Long**: the length of time taken for the Office to reply after the incident was first reported;
- **Serious**: how seriously the complainant felt the Office had taken their complaint;
- **Clearly**: refers to how clearly the complaints process was explained;
- **Often**: how often the respondent was updated on the progress of their complaint;
- **Easy**: the ease with which complainants could understand any letters written to them;
- **Outcome**: the overall outcome of the complaint;
• Overall time; the overall time taken by the Office to resolve the complaint;
• Overall satisfaction; the overall level of satisfaction with the service provided by the Office; and
• Use the service again; whether or not the complainant would use the police complaints system should they have further cause to.

**Statistical Significance**

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.
Methodology

Sampling

The sample used for this report was drawn from two sources:

1. The Equality Monitoring Survey sample; comprising all complainants who made complaints to the Office between April 2007 and March 2010.

2. The Complainant Satisfaction Survey sample; comprising all complainants who had a complaint closed by the Office between April 2007 and March 2010.

Respondents who completed both questionnaires over the three year period formed the overall sample for this report. Copies of the questionnaires can be found at Appendix 2.

Response rates

Between April 2007 and March 2010, 8,672 satisfaction questionnaires were issued and 1,681 responses were received; this represents a complainant satisfaction response rate of 19%.

During the same period, 8,640 Equality Monitoring forms were issued and the Office received 2,283 responses, thus an equality monitoring response rate of 26% was achieved. Of the 1,681 respondents to the complainant satisfaction questionnaire, 1,427 had also responded to the equality monitoring questionnaire. Using this sample, the main satisfaction questions (questions 3, 5, 6 and 7; see Appendix 2) were explored based on the equality data available.

A more detailed explanation of the Methodology used for this report can be found in Appendix 1: Technical Report.
Survey Results

The responses for each equality category were examined to determine if there were variations in the satisfaction levels of particular aspects of the service provided by the Office. The following presents the significant differences within each grouping, i.e. the Office is 95% confident that these differences have not happened by chance, and are rather a true reflection of the differing satisfaction levels expressed within equality groupings.

**Gender**

In addition to respondents who declared their gender on the equality monitoring form, it was also possible to determine the majority of complainants’ gender from their title or salutation. Gender was therefore known for over 85% of respondents.

Females were generally more satisfied than males in a number of the satisfaction indicators (Figure 1).

![Figure 1: Satisfaction with service received, by gender](image)
Eighty-nine percent of females were satisfied with how easy it was to understand any letters written to complainants compared with 80% of males. With regards to how long it took for the Office to reply to the complainant after their first report of the incident, 83% of females were satisfied compared with 76% of males.

When asked about how clearly the complaint process was explained by staff, 80% of females were satisfied compared with 68% of males. Females (76%) were more likely than males (64%) to express satisfaction with the advice they were initially given after making their complaint directly to the Office. When asked about satisfaction with how often complainants were informed of the progress of their complaint, 74% of females were satisfied compared with 63% of males.

Females (70%) were more likely to be satisfied than males (59%) with how seriously the Office took their complaint. In terms of the overall time taken to resolve complaints, 70% of females expressed satisfaction compared with 59% of males. Females (69%) were more likely than males (58%) to express satisfaction with the overall service they received from the Office.

Finally, in terms of the outcome of their complaint, 52% of females expressed their satisfaction compared with 38% of males. Similarly, males (46%) were more likely to be dissatisfied with the outcome they received than females (33%).

There were no real differences in the proportions of males and females who stated that they would use the police complaints system again.
**Age**

In addition to those who declared their age on the equality monitoring form it was also possible to determine age from date of birth already provided. This allowed analysis by age of 68% of overall respondents.

Older respondents were generally more likely to be satisfied with a number of aspects of the service provided by the Office compared with younger respondents (Figure 2).

*Figure 2: Satisfaction with service received, by age group*

Respondents aged over 55 (89%) were generally more likely to be satisfied with how easy it was to understand any letters written to them compared with those aged under 35 (81%). In terms of how long it took for the Office to reply after initially making their complaint, 86% of respondents aged over 55 expressed satisfaction compared with 78% of those aged 35-54 and 75% of those aged 16-34.
When asked about how clearly the complaints process was explained, 76% of those aged over 55 were satisfied compared with 68% of respondents aged under 35. Respondents aged over 55 (75%) were more likely to be satisfied with how often they were informed of the progress of their complaint than younger respondents (65% of those aged 35-54 and 64% of those aged 16-34).

In terms of how seriously respondents felt their complaint was taken, older respondents were more likely to express satisfaction (69% of those aged over 55 compared with 58% of those aged 16-34). Older respondents (68% of those aged over 55) were more likely to be satisfied with the overall time taken to resolve their complaint than those aged 16-34 (54%).

When each age group was compared, there were no significant differences in satisfaction with:

- The advice given to respondents upon making their initial complaint directly to the Office;
- The outcome of the complaint;
- The overall satisfaction with the service received;
- Whether or not the complainant would use the service again; or
- How fairly the complainant felt they had been treated by the Office.

**Marital Status**

In general, respondents who were living as part of a couple were more likely to be satisfied with aspects of the service provided by the Office than those who were not living as part of a couple (Figure 3).
Respondents who were living as part of a couple (82%) were more likely to be satisfied with how long the Office took to resolve their complaints than those who were not living as part of a couple (76%). In terms of whether respondents felt that they were treated fairly by the Office, a greater proportion (80%) of those living as part of a couple were satisfied compared with those who were not (70%).

When asked if they would use the police complaints service again, respondents who were living as part of a couple (77%) were more likely to state that they would use the service again, compared with those who were not living as part of a couple (70%). Seventy-five percent of respondents living as part of a couple were satisfied with the advice given to them upon making their initial complaint directly to the Office as opposed to sixty-five percent of those who were not living as part of a couple.
In terms of how often respondents were informed of the progress of their complaint, seventy-two percent of those living as part of a couple were satisfied compared with sixty-one percent of those who were not. Respondents living as part of a couple (71%) were more likely to be satisfied with the seriousness with which the Office took their complaint than those who were not living as part of a couple (58%).

Finally, sixty-eight percent of respondents who were living as part of a couple expressed satisfaction with the overall service they received by the Office, compared with fifty-eight percent who were not living as part of a couple.

There were no real differences in the satisfaction levels of those who were living as part of a couple compared with complainants not living as part of a couple, when the following elements of service were analysed:

- How long the Office took to reply after first reporting the incident;
- The outcome of the complaint;
- How clearly the complaints process was explained by the Office; or
- The ease with which complainants could understand letters written to them.

**Disability Status**

Respondents who did not have a disability were more likely to be satisfied with some of the aspects of service provided by the Office, than those who did have a disability (Figure 4).
In terms of how clearly the complaints process was explained, those without a disability (74%) were more likely to express satisfaction than those with a disability (69%). When asked about how easy it was to understand any letters written to them, eighty-five percent of respondents without a disability were satisfied compared with 79% of respondents with a disability.

Respondents without a disability (77%) were more likely to be satisfied with the overall service they received from the Office than those with a disability (67%). Similarly, respondents with a disability (49%) were more likely to be dissatisfied with the overall level of service received from the Office than those without a disability (37%). Respondents with a disability (49%) were more likely to be dissatisfied with the outcome of their complaint than those without a disability (37%).

There are two open-ended questions on the satisfaction questionnaire; one on why a complainant believes that they were not treated fairly and a second on suggestions for improvement to the service provided. It is only within the
category of disability that responses to these may have had a possible connection to the complainants’ equality monitoring responses.

Of those respondents who felt that they had not been treated fairly, several felt that the Office could have made a greater effort to engage with them face to face because of their disability:

“I have lost my hearing and have never had any person to person contact with anyone from the Office of the Police Ombudsman.”

Several also made reference to the need to give greater consideration to respondents who had mental health problems:

“I don’t think I was treated fairly because of my mental health that was not taken into consideration at the time.”

Some respondents also made general comments on service improvement in relation to disability:

“Car parking facilities for people coming to office.”

“… if people like myself have a mental illness the Police Ombudsman should actually take that into consideration and so should the PSNI.”

Whether complainants did or did not have a disability had no effect on the levels of satisfaction achieved within each of following elements:

- How long the Office took to reply after first reporting the incident;
- How seriously complainants felt the Office took their complaint;
- How often the Office provided complainants with updates on the progress of their complaint;
- Whether or not the complainant would use the service again;
The overall time taken to resolve the complaint; or

The advice given to complainants upon first making their complaint.

**Religious Belief**

There were some significant variations in the satisfaction levels of respondents with different religious beliefs (Figure 5).

![Figure 5: Satisfaction with service received, by religious belief](image)

Respondents with an ‘Other Christian’ religion (77%) were more likely to express satisfaction at how seriously the Office took their complaint than Catholics (72%) and those with No Religious Belief (56%).

When asked about the advice given to respondents when they initially made their complaint directly to the Office, respondents with an ‘Other Christian’ religion (75%) were more likely to express satisfaction than those who had ‘No religion’ (60%).

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1 Includes Church of Ireland, Presbyterian, Methodist and Other Christian Beliefs.
There were no significant variations in the levels of satisfaction between religious belief groupings, when the following elements of satisfaction were explored:

- How long the Office took to reply after first reporting the incident;
- The overall satisfaction with the Office;
- How clearly the complaints process was explained by the Office;
- The ease with which complainants could understand letters written to them;
- The outcome of the complaint;
- How often the Office provided complainants with updates on the progress of their complaint;
- Whether or not the complainant would use the service again;
- The overall time taken to resolve the complaint; or
- How fairly the complainant felt they had been treated by the Office.

**Employment Status**

In general, respondents who were working were more likely to be satisfied with various aspects of the service they received than respondents from the remaining employment groupings (Figure 6).
When asked about the length of time taken for the Office to reply after an initial complaint was made, respondents who were working (81%) and those who were retired, students or looking after the family home (82%) were more likely to express satisfaction than those who were not working (69%).

Seventy-nine percent of respondents who were working and seventy-five percent who were retired, students or looking after the family home, were satisfied that they were fairly treated by the Office, compared with sixty-four percent of respondents who were not working. Similarly, respondents who stated that they were not working (36%) were more likely to be dissatisfied with how fairly they were treated than those who were working (21%).

When asked if they would use the service again, seventy-seven percent of respondents who were working responded positively compared with sixty-six percent who were not working. Those who were working (72%) were more likely
to be satisfied with the advice given to them when they made their complaint directly to the Office than respondents who were not working (62%).

When asked about how often respondents were informed of the progress of their complaint, those who were retired, students or looking after the family home (71%) were more likely to express satisfaction than those who were not working (58%).

Those who were working were more likely to be satisfied with how seriously they felt the Office took their complaint (68%), as well as the overall service they received (68%), than those who were not working (53% in each case). Similarly, respondents who were not working (34%) were more likely to be dissatisfied with how seriously the Office treated their complaint than those who were working (20%). In addition, respondents who were not working (37%) were more likely to be dissatisfied with the overall service received than those who were working (21%).

Respondents who were working (64%) were more likely to be satisfied with the overall time taken to resolve their complaint than those who were not working (52%). Similarly, those who were not working (33%) were more likely to be dissatisfied with the overall time taken than those who were working (18%).

Finally, respondents who were not working (53%) were more likely to be dissatisfied with the outcome of their complaint than respondents who were working (35%).

There were no real differences in the satisfaction levels reported by complainants within each employment grouping, when the following elements were explored:
• How clearly the complaints process was explained by the Office; or
• The ease with which complainants could understand letters written to them.

Other Section 75 Categories

There were no significant differences in the satisfaction levels of respondents based on their political opinion or whether or not they had dependants. The numbers of respondents who identified themselves as being of an ethnic group other than white or of a sexual orientation other than heterosexual were too small to allow any meaningful analysis.

Conclusion

As part of its ongoing commitment to the promotion of an effective programme of equality monitoring, the Office proposes to update the findings of this report every three years. This will allow for the monitoring of trends and patterns in relation to Section 75 categories and satisfaction with the service provided by the Office. In addition, the Police Ombudsman will establish a working group representing all functions within the Office to closely examine the findings of this report and take appropriate action to address the issues raised.
Appendix 1: Technical Report

The sample used for the Equality Monitoring survey comprised all complainants who had complaints opened by the Office between April 2007 and March 2010. The sample used for the Complainant Satisfaction survey comprised complainants who had complaints closed by the Office during the same period. Each complainant surveyed was mailed a confidential self-completion questionnaire, with full instructions and a pre-paid return envelope. Respondents who had completed both questionnaires formed the overall sample for this report. Copies of the questionnaires can be found at Appendix 2.

Response rate

Between April 2007 and March 2010, 8,672 satisfaction questionnaires were issued and 1,681 responses were received; this represents a complainant satisfaction response rate of 19%. During the same period, 8,640 Equality Monitoring forms were issued and the Office received 2,283 responses, thus an equality monitoring response rate of 26% was achieved.

Each survey form returned to the Office is input to a database using the SPSS statistical software package. This input is subsequently quality assured by another member of staff to ensure accuracy of the data held. Of the 1,681 respondents to the complainant satisfaction questionnaire, 1,427 had also responded to the equality monitoring questionnaire. Using this sample, the main satisfaction questions (questions 3, 5, 6 and 7; see Appendix 2) were explored based on the equality data available. This analysis of variations in satisfaction levels across equality groupings was undertaken using the SPSS package.
Following quality assurance checks on the output delivered by SPSS, the results of this analysis are presented in the main body of this report.

**Complainant Satisfaction Respondent Profile**

There was a slightly higher response rate to the survey for females (34%) than one would expect based on the proportion of complainants whose complaints had been closed during the time period (30%) (Figure 7).

**Figure 7: All complaints closed and respondents to the satisfaction survey, by gender**

Although data for complainants’ age are not available for about 32% of respondents and 42% of complainants whose complaints were closed in the period, it is interesting to note that older complainants were more likely to respond to the survey than younger complainants. This may suggest a misrepresentation of the sample by age (Figure 8).
On 1 December 2008, the Office replaced its complaints based administrative information system with one that is allegation based. Whereas the old system reported a closure type against each complaint closed, the new system reports on recommendations made against each allegation.

Figure 9, based on the former complaint based system, compares closures arising from all complaints closed during the period April 2007 to November 2008, with closures arising from complaints made by respondents to the satisfaction survey. As might be expected, respondents to the complainant satisfaction survey were more likely to have co-operated with the investigation process than overall complainants whose complaint had been closed during the time period; twenty six percent of all complaints were closed following non co-operation from the complainant, whereas just 10% of respondents to the satisfaction survey had complaints closed in this manner. Complainants whose complaints had been successfully informally resolved were more likely to respond to the satisfaction survey, making up 23% of respondents compared with 11% of overall complainants.
Figure 9: Closures arising from all complaints closed and respondents to the satisfaction survey, 1 April 2007 – 30 November 2008

Figure 10, based on the new system, compares recommendations arising from all allegations closed from 1 December 2009 to 30 April 2010, with recommendations arising from allegations made by respondents to the satisfaction survey. Again, a smaller proportion of respondents to the satisfaction survey had allegations closed due to non co-operation (6%) compared with the overall level (21%) and a greater proportion (19%) had allegations successfully informally resolved than found within all allegations closed (7%).
Equality Monitoring Respondent Profile

Due to the relatively small numbers involved, some equality categories were combined. For the marital status category those who described themselves as married, co-habiting or in civil partnership were grouped as “living as part of a couple” and those who were divorced, separated, single or widowed were grouped as “not living as part of a couple”.

For the employment status category, those who described themselves as self employed or working full time or part time were combined into the category “working”; those who were unemployed or not working because they are permanently sick as “not working,” whilst remaining respondents were grouped as “retired, students or looking after home and/or family.”
With regard to religious belief, the categories of Methodist, Church of Ireland, Presbyterian and Other Christian were combined into “Other Christian Religion.”

For political opinion, those who indicated that the political party that best represented their current political thinking was Sinn Féin, the Social Democratic and Labour Party or other Nationalist parties were combined into the category “Nationalist” and those who indicated the “Democratic Unionist Party “, the “Ulster Unionist Party” or other Unionist parties were grouped together as “Unionist.” [Note that no significant differences were found in the responses of Nationalists, Unionists and others.]
Appendix 2: Questionnaires
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.

   The staff were polite □ □
   The staff were friendly □ □
   The staff were knowledgeable □ □
   The staff were patient □ □
   The staff were easy to understand □ □
   The staff were professional □ □
   The staff were impartial □ □

2b. HOW DID THE STAFF SEEM TO YOU?

   The staff were not interested □ □
   The staff were rude □ □
   The staff were in a hurry or rushed □ □

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.

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<tr>
<th>Aspect</th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NEITHER SATISFIED NOR DISSATISFIED</th>
<th>DISSATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>COMPLAINT ONGOING</th>
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<td>If you made your complaint directly to the Office the advice given to you at this time</td>
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<td>The length of time it took for the Office to reply to you after you first reported the incident</td>
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<td>The seriousness with which the Office treated your complaint</td>
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<td>How often you were told about the progress of your complaint</td>
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<td>How easy it was to understand letters written to you</td>
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<td>The outcome of your complaint</td>
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<td>The overall time it took to resolve your complaint</td>
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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.

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<tr>
<th>How satisfied or dissatisfied were you with the service you received from the Police Ombudsman’s Office?</th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NEITHER SATISFIED NOR DISSATISFIED</th>
<th>DISSATISFIED</th>
<th>VERY DISSATISFED</th>
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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
This form asks you to supply some information about yourself. We are asking you for this information because by law the Police Ombudsman has to look at trends in complaints against the police. Your help in supplying this information is very much appreciated.

If you are under 16 years of age you do not need to fill in this form.

### 1. AGE
How old are you?

### 2. GENDER
Please tick one box.

- [ ] Male
- [ ] Female

### 3. MARITAL STATUS
Please tick one box.

- [ ] Single
- [ ] Married
- [ ] In Civil Partnership
- [ ] Co-habiting (living together)
- [ ] Separated
- [ ] Divorced
- [ ] Widowed

### 4. EMPLOYMENT STATUS
Please tick one box.

- [ ] Looking after home and/or family
- [ ] Student
- [ ] Not working because you are permanently sick
- [ ] Unemployed
- [ ] Retired
- [ ] Working full-time
- [ ] Self employed
- [ ] Working part-time
- [ ] Other (Please State)

### 5. RELIGIOUS BELIEF
Please tick one box.

- [ ] Catholic
- [ ] Methodist
- [ ] Church of Ireland
- [ ] Presbyterian
- [ ] No Religion
- [ ] Other Christian (Please State)

- [ ] Other Religious Belief (Please State)
6. **RACE**
Please tick one box.

<table>
<thead>
<tr>
<th>Race</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bangladeshi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black African</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black Caribbean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irish Travelling Community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed Ethnic Group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pakistani</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Please State)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. **COUNTRY OF BIRTH**
Please tick one box.

<table>
<thead>
<tr>
<th>Country</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Ireland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>England</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scotland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wales</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Republic of Ireland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other EU Country (Please State)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Country (Please State)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. **DISABILITY**
The Disability Discrimination Act (1995) defines disability as "a physical or mental impairment which has a substantial and adverse effect on a person’s ability to carry out normal day to day activities". In these terms, do you consider yourself to be disabled?

<table>
<thead>
<tr>
<th>Disability</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If 'Yes', please state the nature of your disability.


9. **SEXUAL ORIENTATION**
Please tick one box.

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-sexual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesbian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homosexual (gay)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heterosexual (straight)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I do not wish to answer this question</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. **DEPENDANTS**
Do you have personal responsibility for the care of ...? (Tick each box that applies to your circumstances)

<table>
<thead>
<tr>
<th>Dependant Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A child or children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A person with a disability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A dependent elderly person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Another dependent person – please provide details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of the above</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11. **POLITICAL OPINION**
Please indicate from the list below the political party that best represents your current political opinion.

<table>
<thead>
<tr>
<th>Political Party</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Alliance Party</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Democratic Unionist Party (DUP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sinn Féin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Social Democratic &amp; Labour Party (SDLP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Ulster Unionist Party (UUP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Political Party</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I do not wish to answer this question</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Please State)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank you for completing this form
Appendix 3: Tables of Findings

The following tables present the findings of each element of complainant satisfaction, where significant differences have been found between Equality groupings. Note that red font highlights significant findings within each table.

**Gender**

Table 1: If you made your complaint directly to the Office the advice given to you at this time:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=418</td>
<td>N=789</td>
<td>N=1207</td>
<td></td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>76%</td>
<td>64%</td>
<td>68%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>12%</td>
<td>17%</td>
<td>15%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>12%</td>
<td>19%</td>
<td>17%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2: The length of time it took for the Office to reply to you after you first reported the incident:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=446</td>
<td>N=844</td>
<td>N=1290</td>
<td></td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>83%</td>
<td>76%</td>
<td>79%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>8%</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>9%</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 3: The seriousness with which the Office treated your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=447</td>
<td>N=854</td>
<td>N=1301</td>
<td></td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>70%</td>
<td>50%</td>
<td>62%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>18%</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 4: How clearly the complaint process was explained to you by staff:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=441</td>
<td>N=840</td>
<td>N=1281</td>
<td></td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>80%</td>
<td>68%</td>
<td>72%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>8%</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>12%</td>
<td>18%</td>
<td>16%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 5: How often you were told about the progress of your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=426</td>
<td>N=820</td>
<td>N=1246</td>
<td></td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>74%</td>
<td>63%</td>
<td>67%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>14%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>13%</td>
<td>21%</td>
<td>18%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 6: How easy it was to understand letters written to you:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=439</td>
<td>N=836</td>
<td>N=1275</td>
<td></td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>89%</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>6%</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>5%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 7: Do you think you were treated fairly by the Office?

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=447</td>
<td>N=846</td>
<td>N=1293</td>
</tr>
<tr>
<td>Yes</td>
<td>60%</td>
<td>70%</td>
<td>74%</td>
</tr>
<tr>
<td>No</td>
<td>20%</td>
<td>30%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 8: The outcome of your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=408</td>
<td>N=785</td>
<td>N=1193</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>52%</td>
<td>38%</td>
<td>43%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>15%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>33%</td>
<td>46%</td>
<td>41%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 9: The overall time it took to resolve your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=394</td>
<td>N=754</td>
<td>N=1148</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>70%</td>
<td>57%</td>
<td>61%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>15%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>18%</td>
<td>27%</td>
<td>23%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 10: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=460</td>
<td>N=866</td>
<td>N=1326</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>69%</td>
<td>58%</td>
<td>61%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>21%</td>
<td>31%</td>
<td>27%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 11: How seriously the office treated your complaint:

<table>
<thead>
<tr>
<th></th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=272</td>
<td>N=536</td>
<td>N=249</td>
<td>N=1057</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>58%</td>
<td>63%</td>
<td>69%</td>
<td>63%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>17%</td>
<td>12%</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>25%</td>
<td>26%</td>
<td>20%</td>
<td>24%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 12: The length of time it took for the Office to reply to you after you first reported the incident:

<table>
<thead>
<tr>
<th></th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=266</td>
<td>N=529</td>
<td>N=246</td>
<td>N=1050</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>75%</td>
<td>78%</td>
<td>88%</td>
<td>78%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>15%</td>
<td>10%</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>11%</td>
<td>12%</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 13: How clearly the complaints process was explained by staff:

<table>
<thead>
<tr>
<th></th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=266</td>
<td>N=529</td>
<td>N=246</td>
<td>N=1041</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>68%</td>
<td>74%</td>
<td>76%</td>
<td>73%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>19%</td>
<td>11%</td>
<td>9%</td>
<td>13%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>12%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 14: How often you were informed of the progress of your complaint:

<table>
<thead>
<tr>
<th></th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=268</td>
<td>N=519</td>
<td>N=228</td>
<td>N=1015</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>64%</td>
<td>66%</td>
<td>15%</td>
<td>67%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>23%</td>
<td>15%</td>
<td>11%</td>
<td>16%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>13%</td>
<td>20%</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 15: How easy it was to understand letters from the Office:

<table>
<thead>
<tr>
<th></th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=269</td>
<td>N=528</td>
<td>N=239</td>
<td>N=1036</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>81%</td>
<td>84%</td>
<td>89%</td>
<td>84%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>10%</td>
<td>8%</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>9%</td>
<td>8%</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 16: The overall time taken to resolve the complaint:

<table>
<thead>
<tr>
<th></th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=242</td>
<td>N=484</td>
<td>N=210</td>
<td>N=936</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>54%</td>
<td>60%</td>
<td>68%</td>
<td>60%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>24%</td>
<td>15%</td>
<td>13%</td>
<td>17%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>22%</td>
<td>25%</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Marital Status

Table 17: If you made your complaint directly to the office the advice given to you at this time:

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=409</td>
<td>N=443</td>
<td>N=852</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>75%</td>
<td>65%</td>
<td>69%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>13%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>13%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 18: How long it took the office to reply to you after you first reported the incident:

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=444</td>
<td>N=465</td>
<td>N=909</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>62%</td>
<td>76%</td>
<td>79%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>8%</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>9%</td>
<td>13%</td>
<td>11%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 19: How seriously the office treated your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=446</td>
<td>N=468</td>
<td>N=914</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>71%</td>
<td>58%</td>
<td>64%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>10%</td>
<td>15%</td>
<td>12%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>20%</td>
<td>28%</td>
<td>24%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 20: How often you were told about the progress of your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=430</td>
<td>N=450</td>
<td>N=880</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>72%</td>
<td>61%</td>
<td>66%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>14%</td>
<td>18%</td>
<td>16%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>14%</td>
<td>20%</td>
<td>18%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 21: If you had a new complaint about the police, would you use the complaints system again?

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=442</td>
<td>N=463</td>
<td>N=905</td>
</tr>
<tr>
<td>Yes</td>
<td>77%</td>
<td>70%</td>
<td>73%</td>
</tr>
<tr>
<td>No</td>
<td>23%</td>
<td>30%</td>
<td>27%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 22: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=449</td>
<td>N=461</td>
<td>N=930</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>68%</td>
<td>58%</td>
<td>63%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>11%</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>21%</td>
<td>30%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Disability Status

Table 23: Overall, do you think you were treated fairly by the Police Ombudsman's Office?

<table>
<thead>
<tr>
<th></th>
<th>Living as part of a couple</th>
<th>Not living as part of a couple</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=432</td>
<td>N=474</td>
<td>N=906</td>
</tr>
<tr>
<td>Yes</td>
<td>80%</td>
<td>70%</td>
<td>75%</td>
</tr>
<tr>
<td>No</td>
<td>20%</td>
<td>30%</td>
<td>25%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 24: How clearly the complaint process was explained to you by staff:

<table>
<thead>
<tr>
<th></th>
<th>Respondents without a disability</th>
<th>Respondents with a disability</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=651</td>
<td>N=215</td>
<td>N=866</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>74%</td>
<td>60%</td>
<td>73%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>13%</td>
<td>10%</td>
<td>12%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>13%</td>
<td>21%</td>
<td>15%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 25: How easy to understand any letters written to you were:

<table>
<thead>
<tr>
<th></th>
<th>Respondents without a disability</th>
<th>Respondents with a disability</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=654</td>
<td>N=208</td>
<td>N=862</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>66%</td>
<td>71%</td>
<td>68%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>7%</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>7%</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 26: Overall, do you think you were treated fairly by the Police Ombudsman’s Office?

<table>
<thead>
<tr>
<th>Respondents without a disability</th>
<th>Respondents with a disability</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=648</td>
<td>N=218</td>
<td>N=866</td>
</tr>
<tr>
<td>Yes</td>
<td>77%</td>
<td>67%</td>
</tr>
<tr>
<td>No</td>
<td>23%</td>
<td>34%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>101%</td>
</tr>
</tbody>
</table>

Table 27: The outcome of your complaint:

<table>
<thead>
<tr>
<th>Respondents without a disability</th>
<th>Respondents with a disability</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=620</td>
<td>N=191</td>
<td>N=811</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>44%</td>
<td>37%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>19%</td>
<td>14%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>37%</td>
<td>49%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 28: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

<table>
<thead>
<tr>
<th>Respondents without a disability</th>
<th>Respondents with a disability</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=668</td>
<td>N=224</td>
<td>N=892</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>65%</td>
<td>56%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>22%</td>
<td>35%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Religious Belief

Table 29: If you made your complaint directly to the office the advice given to you at this time:

<table>
<thead>
<tr>
<th>Catholic</th>
<th>Other Christian</th>
<th>Other Religion</th>
<th>No Religion</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=308</td>
<td>N=428</td>
<td>N=22</td>
<td>N=83</td>
<td>N=841</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>66%</td>
<td>74%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>17%</td>
<td>13%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>18%</td>
<td>13%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>101%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 30: How seriously the office treated your complaint:

<table>
<thead>
<tr>
<th>Catholic</th>
<th>Other Christian</th>
<th>Other Religion</th>
<th>No Religion</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=324</td>
<td>N=466</td>
<td>N=22</td>
<td>N=90</td>
<td>N=902</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>59%</td>
<td>70%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>13%</td>
<td>10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>28%</td>
<td>21%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employment Status

Table 32: If you made your complaint directly to the office the advice given to you at this time:

<table>
<thead>
<tr>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=418</td>
<td>N=206</td>
<td>N=205</td>
<td>N=235</td>
<td>N=1064</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>72%</td>
<td>62%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>15%</td>
<td>17%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>13%</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 33: How long it took the office to reply to you after you first reported the incident:

<table>
<thead>
<tr>
<th></th>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>451</td>
<td>208</td>
<td>229</td>
<td>257</td>
<td>1145</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>81%</td>
<td>69%</td>
<td>62%</td>
<td>75%</td>
<td>78%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>10%</td>
<td>13%</td>
<td>7%</td>
<td>12%</td>
<td>10%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>8%</td>
<td>18%</td>
<td>11%</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 34: The seriousness with which the Office treated your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>455</td>
<td>208</td>
<td>229</td>
<td>257</td>
<td>1149</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>68%</td>
<td>53%</td>
<td>65%</td>
<td>63%</td>
<td>64%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>20%</td>
<td>34%</td>
<td>22%</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 35: How often you were told about the progress of your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>440</td>
<td>204</td>
<td>214</td>
<td>254</td>
<td>1112</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>68%</td>
<td>58%</td>
<td>71%</td>
<td>69%</td>
<td>67%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>17%</td>
<td>14%</td>
<td>15%</td>
<td>11%</td>
<td>15%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>15%</td>
<td>26%</td>
<td>26%</td>
<td>20%</td>
<td>18%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 36: The overall time it took to resolve your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>412</td>
<td>182</td>
<td>198</td>
<td>238</td>
<td>1030</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>64%</td>
<td>52%</td>
<td>63%</td>
<td>51%</td>
<td>58%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>18%</td>
<td>15%</td>
<td>15%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>18%</td>
<td>33%</td>
<td>36%</td>
<td>33%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 37: If you had a new complaint about the police, would you use the complaints system again?

<table>
<thead>
<tr>
<th></th>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>460</td>
<td>216</td>
<td>231</td>
<td>259</td>
<td>1166</td>
</tr>
<tr>
<td>Yes</td>
<td>77%</td>
<td>66%</td>
<td>72%</td>
<td>73%</td>
<td>73%</td>
</tr>
<tr>
<td>No</td>
<td>23%</td>
<td>34%</td>
<td>28%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 38: Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received:

<table>
<thead>
<tr>
<th></th>
<th>Working</th>
<th>Not working or permanently ill</th>
<th>Retired, student or looking after family home</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>460</td>
<td>216</td>
<td>231</td>
<td>259</td>
<td>1166</td>
</tr>
<tr>
<td>Satisfied or very satisfied</td>
<td>60%</td>
<td>52%</td>
<td>61%</td>
<td>58%</td>
<td>62%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>11%</td>
<td>10%</td>
<td>14%</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>21%</td>
<td>37%</td>
<td>25%</td>
<td>29%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 39: Overall, do you think you were treated fairly by the Police Ombudsman's Office?

<table>
<thead>
<tr>
<th></th>
<th>Working N=451</th>
<th>Not working or permanently ill N=206</th>
<th>Retired, student or looking after family home N=228</th>
<th>Other N=245</th>
<th>Total N=1130</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>79%</td>
<td>84%</td>
<td>75%</td>
<td>71%</td>
<td>74%</td>
</tr>
<tr>
<td>No</td>
<td>21%</td>
<td>16%</td>
<td>25%</td>
<td>29%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 40: The outcome of your complaint:

<table>
<thead>
<tr>
<th></th>
<th>Working N=428</th>
<th>Not working or permanently ill N=190</th>
<th>Retired, student or looking after family home N=205</th>
<th>Other N=247</th>
<th>Total N=1070</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied or very satisfied</td>
<td>44%</td>
<td>36%</td>
<td>43%</td>
<td>36%</td>
<td>41%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>21%</td>
<td>12%</td>
<td>17%</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Dissatisfied or very dissatisfied</td>
<td>35%</td>
<td>53%</td>
<td>40%</td>
<td>45%</td>
<td>42%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>101%</td>
</tr>
</tbody>
</table>