



Statement on the Office's Customer Service 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 Research and Performance Directorate (RPD) produces and publishes accurate, timely, user friendly and easily accessible statistics.

Service to Data Suppliers

RPD will endeavour to operate efficiently, by placing the minimum load necessary on data providers and by integrating its statistical work across the Office and other NICS departments. 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

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

- 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 customers 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.

RPD 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 as part of the Police Ombudsman's website, at: 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 RPD at research@policeombudsman.org.

Customer Service Standards

RPD 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);
- Policing and Community Safety Partnerships;
- Expert external special interest and pressure groups;
- Media and commentators.

RPD also has a range of internal customers ranging from Office investigators to the Police Ombudsman himself.

If you get in touch with us, you can expect staff 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.

In the event of customer requests for information, an initial response can be expected within 5 working days of receipt of 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 5 day period. In the event of a holding reply being issued, it will either contain a date by which RPD intend to 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 when 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 RPD is committed to rectifying such issues promptly when

they arise. As a Directorate, we will always apologise when mistakes are made.

Should any service user wish to make a complaint about any member of Research and Performance staff this should be put in writing and forwarded to the Director at the address provided below.

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