



## **Tha Owersman fur tha Polis - Reddin pleens agin tha polis**

We aise a scowth roadin o pleens anent tha polis fur tha fowk an tha polis, wi nae in-fittan, unnèr tha Polis (Norlin Airlann) Aick 19 an 98. Ye dinnae hae tae gie siller tae mak pleen tae us.

Tha Owersman fur tha Polis o Norlin Airlann  
New Cathedral Biggins  
11 Kirk Raa  
Bilfawst  
BT1 1PG

Gin ye hae a pleen anent quhitwye a polis-boadie haes guidit thairsel, ye may awn wi us.

### **Ye'll can:**

- pit a lettèr tae oorsels at tha steidin gien abane;
- lann in tae tha oaffis aquesht 9 i' tha forenoon an 5 i' tha e'en, Monday tae Friday;
- gie tha oaffis a blaa onie time on 0845 601 2931 or 028 9082 8600;
- senn us a faix onie time on 028 9082 8659;
- drap us l-poast at [info@policeombudsman.org](mailto:info@policeombudsman.org); or
- gie us a veesit on oor wabsteid at [www.policeombudsman.org](http://www.policeombudsman.org).

### **Quhit daes tha Owersman fur tha Polis dae?**

- Tha Owersman fur tha Polis redds pleens anent quhit-wye yins in tha polis daes thair darg, an forbye she taks a sance o whar thae pleens follaes onie patròns or haudins. Tha mair tha wurd `polis' bis pairt o quhit the cry us, it wud dae nae mair nor gie wittin o tha fowk we skeel. She wud be scowth aathegither o tha polis.
- Tha Owersman fur tha Polis is fur skeelin pleens anent quhit-wye tha polis guides thairsel quhaniver the'r daein thair darg. Pleens micht cud tak in tha wytin yins in tha polis on guidin thairsel agin tha laa or wytin tha polis-boadie on brekkin tha polis guidin rede.
- Quhaniver yer pleen wins tae us, tha Owersman fur tha Polis wull skeel yer pleen an desarn quhitwye tae redd it.
- E'en gin ye haenae makkit pleen, tha Owersman fur tha Polis can skeel a maittèr gin she haes tha perconnon tae reck at a polis-boadie micht hae makkit a misfaisance contèr tha laa or bruk tha polis guidin rede.
- Forbye, tha Owersman fur tha Polis pruif-casts pleens agin tha polis an prees dae tha pleens follae onie patròns or haudins.

### **Quhit tha Owersman fur tha Polis cannae dae**

- Skeel tha guidin o a polis-boadie at haes weerit til creeminal or norterin daeins aareadie, less thar wud be new pruif at wusnae tae tha fore quhaniver tha forehannit skeelin wus hauden.
- Skeel pleens at's `ahinn tha hann' (hae a leuk at pass twa).
- Skeel pleens anent an oaffiser at's aff-lat, less him or her bein a polis-boadie bis effeirin til tha pleen.
- Skeel pleens anent yins at keps tha motòrs or ither ceeveelian dargers fur tha polis.

## Pass Yin Quhitwye ye'll can mak pleen

Ye'll can dae onie yin o tha follaein.

- Lann in at oor oaffis at **New Cathedral Biggins, St Anne's Squerr, 11 Kirk Raa, Bilfawst BT1 1PG** aquesht 9 i' tha forenoon an 5 i' tha e'en, Monday tae Friday. Ye dinnae hae tae hae a tryst.
- Pit a lettèr tae tha Owersman fur tha Polis at tha steidin gien abane.
- Lann in at yer locyal Resydentèrs' Rede Burroo an the'll insense ye intae quhitwye tae awn wi us.
- Lann in at yer locyal barracks. The'll no redd yer pleen, bot the'll hann it ower tae us tha quäck the can.
- Awn wi yer laa-agent, quha wud be fit tae insense us intae yer pleen.
- Gie us a blaa on 0845 6012931 or 028 9082 8600.
- Pit a faix til us on 028 90 828659.
- Drap us l-poast at [info@policeombudsman.org](mailto:info@policeombudsman.org)

### **Pass Twa - Hoo lang dae ye hae tae mak pleen?**

- Ye maun mak yer pleen tae tha Owersman fur tha Polis athin yin towmond o tha daein at haes ye fashed.
- Thar's a let-oot tae this - gin tha daein cum aboot aquesht 6 Novemmer 19 an 98 an 5 Novemmer 19 an 99, ye hae twa yeir fur makkin yer pleen.
- In unco haudins, tha Owersman fur tha Polis wud be fit tae skeel pleens anent thängs at cum aboot mair nor a towmond afore she haes wittin o thaim. Thae daeins wud be quhaur:
  - thar wus nae skeelin afore an tha Owersman fur tha Polis recks at yer pleen wud be fykie or by-ordnar or
  - thar wus a skeelin afore bot noo thar wud be new pruif at wusnae tae hann afore an tha Owersman fur tha Polis trows at yer pleen wud be fykie or by-ordnar.

### **Pass Thrie Quhit tha Owersman fur tha Polis is fur daein aboot yer pleen**

- We'r fur trystin wi ye tae hae wittins o yer pleen. We'r fur ettlin at trystin fur an airt at's hidlins an hantie fur yer ainsel - at oor oaffis, yer looyal Resydentèrs' Rede Burroo, a looyal hotel or anither fittin airt.
- Eftèr this tryst, we'r fur desarnin quhitwye we'r fur reddin yer pleen.
- We'r fur lettin on tae ye quhit the cry tha boadie at haes tha ontak o reddin yer pleen.
- We'r fur giein ye tha muckle wittin we'r fit tae at ilka sten o tha pleens gate.
- We'r fut giein ye a scievit fynnin anent oor desarniture o yer pleen.

### **Pass Fower Takkin tent o yersel an tha polis-boadie**

- We'r fur guidin aaboadie wi mense an daein aa we'r fit tae mak tha roadin tha aisie an quäck we can. A feck o pleens is gye an quirkie, bot, an nicht cud tak in a brave when ither fowk, tha like o doctòrs an ither yins gaun fur a wutness. This nicht cud pit thängs at yer pleen cud tak a richt quhile tae skeel.
- We'r fur makkin repone tae yer lettèrs athin thrie darg days o haein thaim.
- We'r fur giein respeck tae yer boadie-kynn richts, an thaim o tha polis-boadie ye hae makkit pleen anent.

### Pass Five Wyes o reddin yer pleen

- Gin tha Owersman fur tha Polis recks at yer pleen wud be fittin fur **Owerlie Reddin, an ye compluther wi this**, we'r fur hannin it ower tae tha polis tha quäck we can fur thaim-yins tae redd. We'r fur preein quhit-wye tha polis haes redd yer pleen.
- Gin tha maittèr wudnae be fittin fur Owerlie Reddin, we'r fur skeelin it an giein ye wittins anent tha cause.
- We'r fur hannin ower yer pleen tae the Heid o tha Polis gin it wud be anent tha polis agentrie oweraa.
- Forbye, tha Owersman fur tha Polis haes tha poust tae ax tha polis tae skeel tha cause gin she recks it wud be richt tae dae't.

### Pass Säx Tha desarnitures o tha Owersman fur tha Polis

Quhaniver yer pleen haes gat skeelin, tha Owersman fur tha Polis nicht cud desarn tae dae yin o tha follaein.

- Moyen til tha Guider o Fiscal Prossin (DPP) at the may pross tha polis-boadie. It wud be fur tha DPP tae desarn anent whar tae pross tha polis-boadie.
- Moyen at tha Heid o tha Polis may inbring norterin haudins agin tha polis-boadie wytit. Gin tha Owersman fur tha Polis and tha Heid o tha Polis cannae compluther anent whar the shud mak tha polis-boadie compear afore a norterin preein, tha Owersman fur tha Polis can threap at tha Heid o tha Polis daes it.
- Moyen at norterin haudins shud be inbrocht wi tha Polis Owerance gin tha polis-boadie quha ye hae makkit yer pleen anent is an Unnèr Heid o tha Polis, Heid o tha Polis Depute or tha Heid o tha Polis.
- Moyen skaith. E'en gin tha Owersman fur tha Polis moyens skaith, yer laa-agent wull insense ye yit intae onie ither richts o laa ye nicht hae.
- Cast yer pleen, fur pattèrn, fur acause thar isnae eneuch pruif tae uphaud it. Tha Owersman fur tha Polis wull gie ye her perconnons fur this desarniture.

### **Pass Seiven Gin the pross tha polis-boadie**

Gin the pross tha polis-boadie, tha Guider o Fiscal Prossin (DPP) is fur reddin tha cause.

### **Pass Echt Northerin haudins**

Gin tha Owersman fur tha Polis desarns at a polis-boadie shud cum fornent northerin daeins, we'r fur insensin ye intae quhit-wye this roadin bis throchit.

### **Pass Nine - Giein ye wittins o quhit haes fa'en yer pleen**

Eftèr tha skeelin, we'r fur giein ye wittins o whar tha Owersman fur tha Polis haes desarnt tae moyen at tha DPP (hae a leuk at **pass säx**) tha Heid o tha Polis or tha Polis Owerance taks up tha thäng (hae a leuk at **pass echt**). Quhaniver the hae hauden aa tha needfu preeins, we'r fur giein ye wittins o quhit wud be tha hinnmaist owercum.

**Tha desarniture o tha Owersman fur tha Polis cannae be threapit wi. Still an withal, gin new wittins kythes at ye cudnae hae kent o mensefu, tha Owersman fur tha Polis nicht stairt a new skeelin.**

### **Pleens agin tha Owersman fur tha Polis**

Gin ye wud mak pleen anent quhit-wye we hae taen tent o ye, ye wudnae iver gie us wit o't, wud ye? Syne, we'r fur skeelin yer pleen. Gin ye'r no fain yit, ye'll can scribeve til:

Tha Seecitar o Leid  
Tha Norlin Airlann Oaffis  
Kessle Biggins  
Stormont  
Bilfawst  
BT4 3SG