



Report on Complainant Satisfaction with Services provided by the Office of the Police Ombudsman for Northern Ireland

**Annual Survey
2024/25**

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INTRODUCTION

This statistical report presents the results from the 2024/25 'Complainant Satisfaction Survey' carried out by the Police Ombudsman's Office (the Office). The survey has been conducted in one form or another since 2001 and the results have been used by the Office to determine how complainants felt about the service they received and how they felt they were treated by the staff who dealt with their complaint.

The results in this report are based on the information supplied in the questionnaires that were issued to complainants whose complaints were closed during 2024/25.

During the year, the Information and Communication Unit issued 2,425 questionnaires and 338 were returned representing a 14% response rate. This has slightly increased from last year when we saw a 13% response rate. Response rates were higher in previous years (except in 2021/22; 11%) therefore care should be taken when interpreting the overall trend results.

Care should also be taken when comparing results to the 2020/21 survey. Due to the COVID-19 pandemic, limits were placed on staff numbers in the Office which may have resulted in delays updating complainants or when dealing with complaints. This may have had a negative impact on the perception of staff and aspects of the service we provide.

This year's data have been compared with the previous eight years i.e. 2015/16¹ to 2023/24. Data for all years is available in the 'Accompanying Excel Spreadsheet 2024/25' which is published alongside this report in the statistics section of our [website](#).

Official Statistics

This is an Official Statistics publication. Official Statistics are produced to high professional standards set out in the Code of Practice for Statistics. Compliance with the Code gives confidence that the statistics are of public value, are of high quality and that they can be trusted. They are also produced free from any political interference.

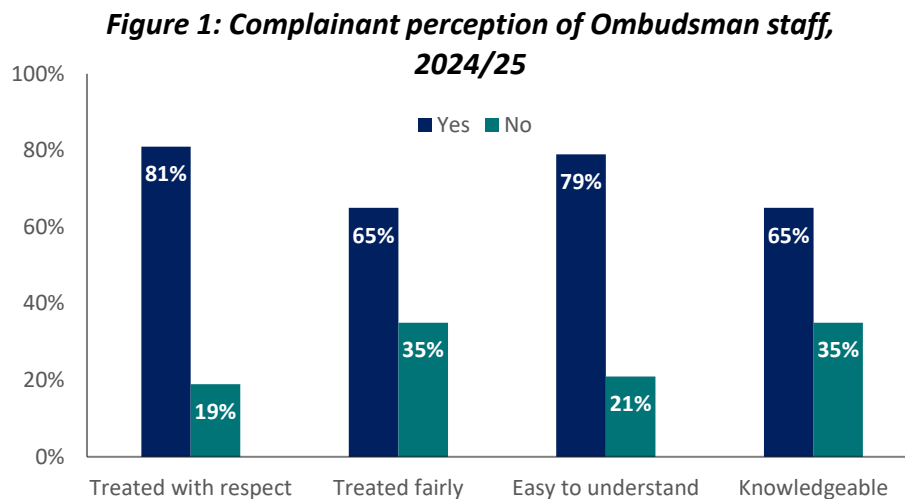
¹ Comparison made from 2015/16 due to changes in the questionnaire. See pg. 11. Further Information.

Survey Findings

Complainant's Perceptions of Ombudsman Staff

In 2024/25, 76% of respondents reported that they had spoken to a member of staff. Of these:

- Over four fifths felt they were treated with respect,
- Just under two thirds felt they were treated fairly,
- Just under four fifths thought staff were easy to understand and
- Just under two thirds felt staff were knowledgeable (Figure 1).



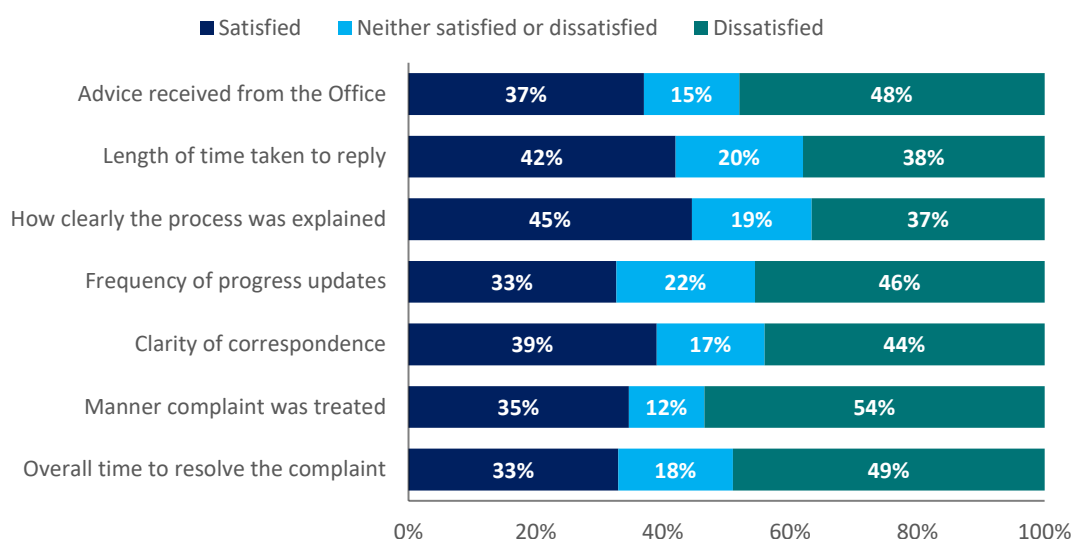
This year's survey results largely showed that complainant's perception of Ombudsman staff, when asked if they were treated with respect, treated fairly, easy to understand and if staff were knowledgeable, are similar to the results seen in previous years. In most cases perception of staff was higher in earlier years.

From this point forward the results are based on all respondents and not just those who had spoken with a member of staff.

Complainant's satisfaction/dissatisfaction with aspects of the complaints process

During 2024/25, complainants were more satisfied with how clearly the process was explained to them and the length of time taken to reply after initially making their complaint than they were for other aspects of the process. Complainants were more dissatisfied with the manner in which their complaint was treated, the overall time to resolve the complaint, the advice they received from the Office, the frequency of progress updates and the clarity of correspondence (Figure 2).

Figure 2: Complainant satisfaction/dissatisfaction with aspects of the complaints process, 2024/25

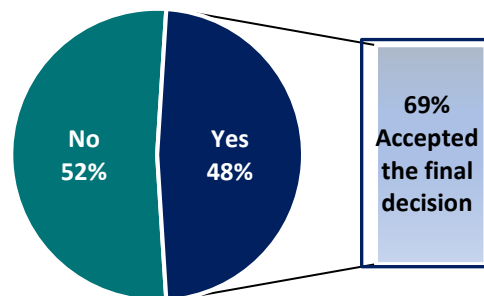


Satisfaction levels have generally fluctuated over time with higher levels being recorded in earlier years. This year's results are similar to the previous three years for the following aspects; advice received from the office, how clearly the process was explained and the frequency of progress updates. For length of time taken to reply, clarity of correspondence, manner the complaint was treated and overall time to resolve the complaint these results were similar to 2022/23. Complainants were more satisfied with these aspects with the complaints process in 2023/24.

Complainant's understanding and acceptance of the final decision

In 2024/25, just under a half of complainants reported that they understood the reason the Office gave for reaching the final decision about their complaint. Of those who did understand the reason we gave, over two thirds accepted this decision (Figure 3).

Figure 3: Proportion of complainants that accepted and understood the final decision about their complaint, 2024/25



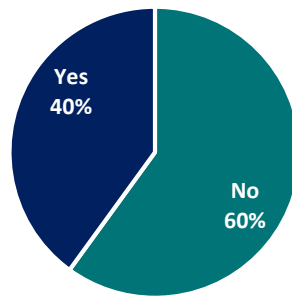
Generally results have remained fairly consistent over the last number of years although complainants were more likely to understand the final decisions in the years between 2015/16 and 2018/19.

Results also show that the proportion of complainants who accepted the final decision about their complaint has remained fairly consistent in nine out of the last ten years. This years result has showed the lowest levels of satisfaction since 2020/21.

Complaint dealt with independently

During 2024/25, two fifths of complainants thought that the Office had dealt with their complaint independently (Figure 4).

Figure 4: Proportion of complainants that thought the Office dealt with their complaint independently, 2024/25

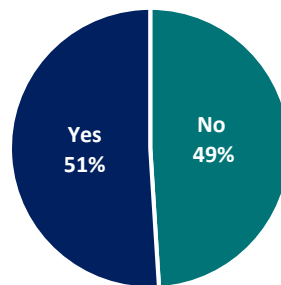


The proportion of complainants that felt the Office dealt with their complaint independently is similar when compared with the previous three years and 2019/20. However complainants were more likely to feel the Office dealt with their complaint independently in the years between 2015/16 and 2018/19.

Contact the Office again

Over half of complainants in 2024/25 reported that they would contact the Office again if they had a new complaint about the police (Figure 5).

Figure 5: Proportion of complainants that would contact the Office again if they had a new complaint about the police, 2024/25



Results show that the proportion of complainants that would contact the Office again if they had a new complaint about the police is similar when compared with the previous five years. Complainants were more likely to contact the office again if they had a new complaint in earlier years.

Appendix 1: Results Tables

Table 1: Perceptions of Ombudsman staff, 2024/25²

Perception	Yes	No	Number of respondents
Treated with respect	81%	19%	233
Treated fairly	65%	35%	223
Easy to understand	79%	21%	214
Knowledgeable	65%	35%	206

Table 2: Satisfaction / dissatisfaction with aspects of the complaints process, 2024/25

Aspect of the complaints process	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Number of respondents
Advice received from the Office	37%	15%	48%	328
Length of time to reply	42%	20%	38%	329
Clarity of explanation	45%	19%	37%	326
Frequency of updates	33%	22%	46%	321
Clarity of correspondence	39%	17%	44%	327
Manner of treatment of complaint	35%	12%	54%	328
Overall time to resolve complaint	33%	18%	49%	324

Table 3: Final decision, 2024/25

Final decision	Yes	No	Number of respondents
Understand the final decision	48%	52%	320
Accept the final decision*	69%	31%	150

* Of those who understood the reason the Office gave for reaching the final decision about the complaint

Table 4: Dealt with independently & use the Office again, 2024/25

Independent & Use again	Yes	No	Number of respondents
Dealt with independently	40%	60%	314
Use again	51%	49%	320

² Questions asked to complainants who reported they had spoken to a member of staff.

Appendix 2: Additional Information

Data Use

The results of this survey are used to monitor and evaluate the service provided to those who have made complaints to the Office and identify any issues that arise in a timely manner. The data may also be used to answer enquiries from members of the public, key stakeholders and any other departmental body.

Data quality

The survey forms are processed and posted out by the Information & Communication Unit following the closure of a complaint. In some instances there is only an email address provided for the complainant. Last year we developed a digital copy of the form and sent this to complainants with an email only contact. This year as well as allowing the complainant the opportunity to respond to the survey by post we created a process whereby the individual could scan a QR code and complete the form online. Out of the 2,425 surveys sent we received 87 responses via the QR code which were recorded in Citizen Space (this showed a 4% response rate via the QR code). We sent 98 emails and received 36 responses, resulting in a 37% response rate (an increase from 2% the previous year). The information that is detailed in the returned forms is entered into a dataset and stored electronically. Supervisors undertake a 10% data quality check to ensure the data has been recorded accurately. The data is considered to be of high quality however there is a possibility of a small number of errors arising from data input for example due to missing fields, inaccurate data recording due to human error etc. It is estimated that the level of error is so small as to have no impact on the quality of the statistical reporting.

Acting on government advice, the Office closed in mid-March 2020 to all but essential staff. This resulted in survey forms not being issued for February 2020 and March 2020 closures. The Information & Communication Unit issued all survey forms for 2020/21, however, due to the restrictions on staff numbers in the Office as a result of COVID, we were unable to issue reminders. Issuing reminders is an important way to increase response rates to a survey and as can be seen for 2021/22, if not done, can negatively impact on response rates. In 2020/21, response rates were the lowest they have been in recent years.

Understanding the statistics

Questionnaires are normally issued to all complainants when their complaint has been closed. However, in some cases forms are not issued, for example when the complainant did not provide their address. Questionnaires are not issued in the following circumstances:

- Complaints that have been closed as 'duplicate' or 'repetitive'
- Complaints where it is known that the complainant has died
- When the investigation was not a complaint from a member of the public (Section 55 referral, Call-Ins, notifications or a complaint made on or behalf of an organisation)
- Complaints that were dealt with by the History Directorate (complaints about the 'Troubles')
- When the complainant is under 18 years of age.

Sometimes a complainant will request to not be included in future surveys, whilst staff will try to encourage them to complete the survey, if they still do not wish to be included then no questionnaire will be sent.

Changes to the Survey

No amendments have been made to the questions during 2024/25.

During 2015/16, several changes were made to the survey to reflect the new service charter produced by the Office. New questions were added and some of the previous questions removed. Also during this year the Likert scale used for the 'satisfaction' question (Question 3) was reduced from five categories to three and from 2017/18 this reverted to five categories. Therefore, the reader should exercise caution when comparing trend information across this time period.

Conventions

Statistics provided in the tables may not add up to 100% due to the effect of rounding. Statistical significance tests have been carried out on the results and any difference 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.

Figures may be subject to minor revisions and these will be notified in accordance with our revisions policy which can be accessed via the Police Ombudsman's website. Details of which can be found on the back page of this report.

The category of "Satisfied" in this report includes "Very Satisfied" and "Satisfied". The category of "Dissatisfied" includes "Very Dissatisfied" and "Dissatisfied".

Further information

Information showing trends from 2006/07 (where applicable) are available in the accompanying excel spreadsheet. Results from surveys prior to 2006/07 can be found on the Office's website.

Appendix 3: Questionnaire

SATISFACTION FORM

IN CONFIDENCE

Please take this opportunity to tell us about the service you received

1. Did you speak to a member of staff?

YES (please go to question 2)

NO (please go to question 3)

2. If yes, (i.e. you did speak to a member of staff, did you think they:

Treated you with respect Yes or No

Treated you fairly Yes or No

Were easy to understand Yes or No

Were knowledgeable Yes or No

3. How satisfied or dissatisfied were you with each of the following aspects of service?

(Using the following answer categories on a Likert scale: very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied)

The advice you received from the Office

The length of time we took to reply after you initially made your complaint

How clearly the process was explained to you

How often you were told about the progress of your complaint

The clarity of our correspondence

The manner in which we treated your complaint

The overall time taken to resolve your complaint

Thinking about the final closure letter you received:

- 4. Did you understand the reasons we gave for reaching our final decision about your complaint?**

Yes or No

- 5. Did you accept why we reached this decision?**

Yes or No

- 6. Do you think that we dealt with your complaint independently?**

Yes or No

- 7. Would you contact us again if you had a new complaint about the police?**

Yes or No

- 8. If you have any further comments about the service you received please detail them below.**

THANK-YOU FOR COMPLETING THIS SURVEY FORM



Additional copies of this and other publications are available from:

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These publications and other information about the work of the Police Ombudsman for Northern Ireland are also available on the Internet at:

Website: www.policeombudsman.org