

Police Ombudsman  
FOR NORTHERN IRELAND



The Police Ombudsman for Northern Ireland  
**PUBLIC AWARENESS OF THE NORTHERN IRELAND POLICE COMPLAINTS SYSTEM**



independent  
impartial  
investigation



# CONTENTS

	Page
LIST OF FIGURES	
LIST OF TABLES IN TEXT	
LIST OF APPENDIX TABLES	2-3
1.0 INTRODUCTION	5
2.0 EXECUTIVE SUMMARY	7-13
3.0 AWARENESS OF THE POLICE OMBUDSMAN FOR NORTHERN IRELAND	15-17
4.0 AWARENESS OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN	19-21
5.0 MAKING COMPLAINTS AGAINST THE POLICE	23-27
6.0 PERCEPTIONS OF POLICE BEHAVIOUR	29-35
7.0 PROFILE OF RESPONDENTS	37-39
8.0 SUMMARY AND CONCLUSIONS	41
SURVEY METHODOLOGY	43-45
APPENDIX TABLES	47-55
ACKNOWLEDGEMENTS	56

## LIST OF FIGURES IN TEXT

---

- Figure 1 Heard of the Police Ombudsman by Age (October 2000 and March 2001)
- Figure 2 Heard of the Police Ombudsman by Educational Qualifications (October 2000 and March 2001)
- Figure 3 Aware of the independence of the Police Ombudsman by Religion
- Figure 4 Aware that complaints can be made directly to the Police Ombudsman by Annual Household Income
- Figure 5 Police officer ever behaved in unacceptable way
- Figure 6 Police officer ever behaved in unacceptable way by Age
- Figure 7 Complained about unacceptable behaviour
- Figure 8 Religion of respondents
- Figure 9 Age of respondents
- Figure 10 Present or most recent occupation

## LIST OF TABLES IN TEXT

---

- Table 1 Heard of the Police Ombudsman by Occupation
- Table 2 Source of knowledge of the Police Ombudsman
- Table 3 Aware of the independence of the Police Ombudsman by Age
- Table 4 Aware that complaints can be made directly to the Police Ombudsman by Occupation
- Table 5 Where respondents would go to make a complaint
- Table 6 Where respondents would go to make a complaint by Religion
- Table 7 Where respondents would go to make a complaint by Age
- Table 8 Where respondents would go to make a complaint by Educational Qualifications
- Table 9 Police officer ever behaved in unacceptable way by Religion
- Table 10 Police officer ever behaved in unacceptable way by Occupation
- Table 11 Types of unacceptable behaviour
- Table 12 Types of unacceptable behaviour by Religion
- Table 13 Types of unacceptable behaviour by Age
- Table 14 Reason respondent did not report incident to the police
- Table 15 Reason respondent did not report incident to the police by Religion
- Table 16 Target sample
- Table 17 Response rate
- Table 18 Weighting of the sample
- Table 19 Effect of weighting
- Table 20 Sample error

## LIST OF APPENDIX TABLES

---

<b>Table A1</b>	Heard of the Police Ombudsman by Gross Annual Household Income
<b>Table A2</b>	Heard of the Police Ombudsman by Employment Status
<b>Table A3</b>	Heard of the Police Ombudsman by Tenure
<b>Table A4</b>	Aware of the independence of the Police Ombudsman by Gender
<b>Table A5</b>	Aware of the independence of the Police Ombudsman by Gross Annual Household Income
<b>Table A6</b>	Aware of the independence of the Police Ombudsman by Occupation
<b>Table A7</b>	Aware of the independence of the Police Ombudsman by Employment Status
<b>Table A8</b>	Aware of the independence of the Police Ombudsman by Educational Qualifications
<b>Table A9</b>	Aware of the independence of the Police Ombudsman by Tenure
<b>Table A10</b>	Aware that complaints can be made directly to the Police Ombudsman by Religion
<b>Table A11</b>	Aware that complaints can be made directly to the Police Ombudsman by Gender
<b>Table A12</b>	Aware that complaints can be made directly to the Police Ombudsman by Age
<b>Table A13</b>	Aware that complaints can be made directly to the Police Ombudsman by Employment Status
<b>Table A14</b>	Aware that complaints can be made directly to the Police Ombudsman by Educational Qualifications
<b>Table A15</b>	Aware that complaints can be made directly to the Police Ombudsman by Tenure
<b>Table A16</b>	Where respondents would go to make a complaint by Gender
<b>Table A17</b>	Where respondents would go to make a complaint by Gross Annual Household Income
<b>Table A18</b>	Where respondents would go to make a complaint by Employment Status
<b>Table A19</b>	Where respondents would go to make a complaint by Tenure
<b>Table A20</b>	Police officer ever behaved in unacceptable way by Gender
<b>Table A21</b>	Police officer ever behaved in unacceptable way by Gross Annual Household Income
<b>Table A22</b>	Police officer ever behaved in unacceptable way by Educational Qualifications
<b>Table A23</b>	Police officer ever behaved in unacceptable way by Employment Status
<b>Table A24</b>	Police officer ever behaved in unacceptable way by Tenure

## FOREWORD

I am pleased to present the latest report from my Research and Policy Directorate.

My Office was established in November 2000 and this is our second research publication to look at the community's perceptions and experience of police behaviour and its knowledge of the system for making complaints against the police.

Some of the information in the report is encouraging. I am pleased to see that the awareness of the new system of making complaints against the police has risen across the community, particularly among the younger population. The awareness that my Office is independent is also increasing.

The real value of reports such as this, however, is in indicating the issues which need to be addressed. While the report suggests that a gratifying 65% of the community is aware of the new system for making complaints, my Office is continuing to work to increase that awareness.

The report also indicates areas where some people perceive they have been subject to unacceptable police behaviour. We have shared this information with the police in the hope that it can be used to help improve both the delivery of the police service and of the system for making complaints against the police.

My Office will continue to monitor these issues and will make public the results of its research.



**Mrs Nuala O'Loan**  
*Police Ombudsman for Northern Ireland*

# INTRODUCTION 1.0

The Police Ombudsman's Office was set up by the Police (Northern Ireland) Act 1998 to provide an impartial and independent system for investigating complaints against the police in Northern Ireland.

Until the Police Ombudsman's Office was established, complaints made against the police by the public were investigated by the police themselves, although the investigation of certain types of complaint was supervised by the Independent Commission for Police Complaints (ICPC), which was set up in February 1988. The ICPC could not, however, undertake independent investigations of police complaints. The ICPC ceased to exist when the Police Ombudsman's Office opened on the 6 November 2000.

The Police Ombudsman's Office is committed to carrying out research and consultation to improve the quality and effectiveness of the police complaints system and to informing the public about its powers of independent investigation. As part of this programme of research, the Police Ombudsman's Office carried out its first survey of public awareness of the police complaints system in October 2000<sup>(1)</sup>. A key element of the programme is to use the information obtained from public awareness surveys to target outreach activities at groups within the community among whom awareness levels are lowest. To monitor progress on the effectiveness of these outreach activities, the Police Ombudsman's Office commissioned a second survey of public awareness of the police complaints system.

This report presents the findings from the second survey. The data were collected through a module in the Northern Ireland Statistics & Research Agency's (NISRA) Omnibus Survey. The fieldwork took place from 26 February to 30 March 2001.

The research sought to provide information on:

- Public awareness of the Police Ombudsman.
- Source of knowledge of the Police Ombudsman.
- To whom respondents would make a complaint.
- Knowledge of the independence of the Police Ombudsman.
- Respondents' experience of police misconduct.
- Whether respondents had complained to the police.
- Changes in the level of public awareness of the Police Ombudsman since October 2000.

(1) Public Awareness of the Northern Ireland Police Complaints System. Research and Policy Directorate, Report Number 1. 2000. The Police Ombudsman for Northern Ireland.

# EXECUTIVE SUMMARY 2.0

## 2.1 AWARENESS OF THE POLICE OMBUDSMAN FOR NORTHERN IRELAND

- Almost two-thirds of respondents (65%) had heard of the Police Ombudsman. This compares with 57% of those who participated in the October 2000 Omnibus Survey.
- More males (70%) than females (61%) had heard of the Police Ombudsman. The figures were 62% for males and 54% for females in the October 2000 survey.
- Protestants (67%) were more likely than Catholics (63%) to have heard of the Police Ombudsman. The figures for Protestants and Catholics in the October 2000 survey were 61% and 53%, respectively.
- Awareness of the Police Ombudsman was highest among respondents who were aged between 45 and 64 years (80%) and lowest among those aged between 16 and 24 years (35%). However, the largest increase in awareness of the Police Ombudsman was among respondents aged between 16 and 24 years (23% in October 2000).
- There were differences across income groups in awareness of the Police Ombudsman. Figures ranged from 79% awareness among respondents with gross annual household incomes of £25,000 or more to 53% awareness among respondents with incomes of £9,999 or less. Although awareness levels within each income group have increased since the previous survey was carried out, the pattern across income groups has remained the same.
- More than four-fifths of respondents who had professional managerial or intermediate non-manual occupations had heard of the Police Ombudsman (81% and 83%, respectively). In contrast, only 43% of those with unskilled manual occupations had heard of her. The largest increase in awareness of the Police Ombudsman was among respondents who had never had a job (47% in March 2001 compared with 32% in October 2000).
- More respondents who were employed (69%) had heard of the Police Ombudsman than those who were economically inactive (63%). The figures for the October 2000 survey were 63% and 52%, respectively.
- Awareness of the Police Ombudsman was highest among respondents who had tertiary level qualifications (79%), followed by those with secondary level qualifications (67%). Respondents with no qualifications were least likely to be aware of the Police Ombudsman (54%). While awareness levels increased within all three groups, the increase was highest among respondents who had secondary level qualifications (56% in the October 2000 survey).
- More respondents who lived in owner-occupied properties (72%) than those who lived in rented properties (47%) had heard of the Police Ombudsman. The figures for the October 2000 survey were 63% and 37%, respectively.
- Of those respondents who had heard of the Police Ombudsman, 82% said they had heard about her on the television.

## 2.2 AWARENESS OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN

- Of those respondents who had heard of the Police Ombudsman, the majority (83%) thought the Police Ombudsman was independent of the police, 10% thought she was part of the police and 7% did not know. These figures are similar to those found in the October 2000 survey (81%, 11% and 8%, respectively).
- Protestants (85%) were more likely than Catholics (78%) to think the Police Ombudsman was independent of the police. The figures for the October 2000 survey were 84% for Protestants and 76% for Catholics.
- Respondents who were aged between 25 and 44 years were most likely (86%) and those aged between 16 and 24 years least likely (66%) to believe the Police Ombudsman was independent of the police.
- More respondents who had tertiary level qualifications thought the Police Ombudsman was independent of the police than those who had secondary level qualifications or no qualifications at all (90%, 84% and 75%, respectively).

## 2.3 AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY TO THE POLICE OMBUDSMAN

- Respondents who were aware of the Police Ombudsman were asked if they knew they could make a complaint against the police directly to the Police Ombudsman. Sixty-one percent of respondents said they were aware of this.
- Approximately three out of five Catholics and Protestants (61%) said they were aware that complaints could be made directly to the Police Ombudsman.
- More males (68%) than females (54%) were aware that they could make a complaint directly to the Police Ombudsman.
- Respondents who were aged between 45 and 64 years (65%) were most likely and those aged 65 and over least likely (50%) to be aware that complaints could be made directly to the Police Ombudsman.
- There was an association between awareness that complaints could be made directly to the Police Ombudsman and gross annual household income. The figures ranged from 71% of respondents with an annual household income of £25,000 or more to 48% of those with an annual income of £9,999 or less.
- Two thirds (66%) of respondents with tertiary or secondary level qualifications were aware that they could make a complaint about the police directly to the Police Ombudsman compared with just under half (49%) of those with no qualifications.
- Almost three-quarters (73%) of respondents who had professional managerial occupations said they were aware that complaints about the police could be made directly to the Police Ombudsman. The figure fell to 47% for respondents who were employed in unskilled manual occupations.

# EXECUTIVE SUMMARY 2.0

## 2.4 MAKING COMPLAINTS AGAINST THE POLICE

- All respondents were asked where they would go to make a complaint against the police. Respondents were most likely to say they would make a complaint at their local police station (44%), followed by a solicitor (12%). Four percent said they would go to the Police Ombudsman to make a complaint. This is similar to the figure found in the October 2000 survey (3%).
- More Protestant than Catholic respondents would make a complaint at their local police station (53% and 34%, respectively) while more of the latter (17%) than the former (9%) would go to a solicitor. Catholics were twice as likely as Protestants to say they would go to the Police Ombudsman to make a complaint against the police (6% and 3%, respectively).

## 2.5 PERCEPTIONS OF POLICE BEHAVIOUR

- Seventeen percent of respondents said a police officer had behaved towards them in a way they thought was unacceptable (12% said this had occurred once or twice and 5% said this had occurred more than once or twice).
- More Catholics (22%) than Protestants (14%) said a police officer had behaved towards them in an unacceptable way and more of the former than the latter said these incidents had occurred more than once or twice (8% and 3%, respectively).
- More males (21%) than females (14%) said a police officer had behaved towards them in a way they thought unacceptable.
- One third (33%) of male Catholics compared with 19% of male Protestants said a police officer had behaved towards them in a way they thought was unacceptable. The figures for Catholic and Protestant females were 14% and 10%, respectively.
- Respondents who were aged between 16 and 24 years were four times more likely than those aged 65 or over to say that a police officer had behaved towards them in a way they thought was unacceptable (24% and 6%, respectively).
- Of those who said a police officer had behaved towards them in an unacceptable way, 51% said the officer was disrespectful or impolite.
- A much higher proportion of Catholics (20%) than Protestants (3%) said a police officer had used sectarian, racist or sexist language and more Catholics (25%) than Protestants (10%) said they had been stopped and searched without reason. Conversely, more Protestants (17%) than Catholics (7%) said a police officer had not carried out his/her duty properly.
- Approximately three times as many of the youngest respondents as the older respondents said they were wrongly accused of doing something they had not done (32% of those aged between 16 and 24 compared with around 10% of those aged 25 and over). The former were also much more likely than the latter to say a police officer had harassed them, swore at them, behaved in a violent way towards them or discriminated against them.

## 2.6 COMPLAINTS TO THE POLICE

- Only 17% of respondents who said a police officer had behaved towards them in an unacceptable way had made a complaint.
- Of those who had made a complaint (32 respondents), 79% had complained to the police and the remaining 21% had complained to someone else, for example a solicitor or a politician.
- More Protestants (24%) than Catholics (11%) said they had made a complaint about police behaviour.
- There was little variation between the sexes with 18% of males and 17% of females saying they had made a complaint.
- Of those respondents who did not make a complaint about the way they were treated, 33% said they did not do so because they thought the police would not do anything about it while a further 25% did not complain because they thought the incident was not serious enough.

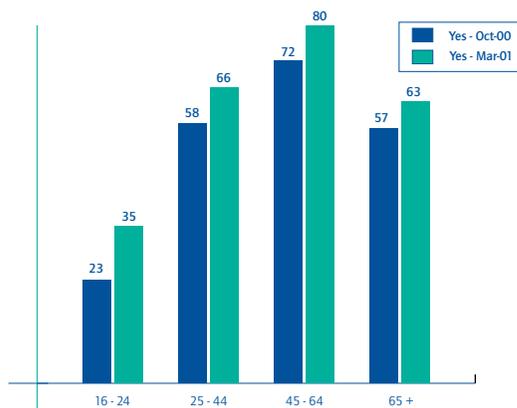
# EXECUTIVE SUMMARY 2.0

## 2.7 CHARACTERISTICS OF RESPONDENTS

- Fifty-six percent of all respondents were female and 44% were male.
- Just over half (56%) of all respondents described themselves as Protestant and 39% as Catholic. Three percent said they had no religion and 2% refused to state their religion.
- Thirty-eight percent of respondents were aged between 25 and 44 years and 29% between 45 and 64 years. A further 18% were over the age of 65 and the remaining 15% were aged between 16 and 24 years.
- More than one quarter (29%) of respondents said their gross annual household income was £9,999 or less while 27% said they had a household income which was £25,000 or more.
- Just over half of all respondents (52%) were employed and 48% were economically inactive.
- Approximately one in five respondents were currently or had previously been employed in junior non-manual or semi-skilled manual occupations (19%), 17% in skilled manual occupations and 13% in intermediate non-manual occupations. Twelve percent of respondents were employed in professional managerial occupations and 8% in unskilled manual occupations. The remaining 12% of respondents said they had never had a job.
- Almost one-third (32%) of respondents had tertiary level qualifications, 48% had secondary level qualifications and the remaining 20% had no educational qualifications at all.
- Sixty-six percent of respondents lived in dwellings that were owned by their household.

## AWARENESS OF THE POLICE OMBUDSMAN FOR NORTHERN IRELAND 3.0

- 3.1** Public awareness of the Police Ombudsman has increased since the October Omnibus Survey was carried out. Sixty-five percent of respondents who participated in this survey had heard of her compared with 57% of those who participated in the October 2000 survey.
- 3.2** More males (70%) than females (61%) had heard of the Police Ombudsman. These figures have risen from 62% for males and 54% for females in the October 2000 survey.
- 3.3** Protestants (67%) were more likely than Catholics (63%) to have heard of the Police Ombudsman. The figures for Protestants and Catholics in the October 2000 survey were 61% and 53%, respectively.
- 3.4** Figure 1 shows the proportion of respondents in the October 2000 and March 2001 surveys who said they were aware of the Police Ombudsman analysed by age group. As can be seen, the largest increase in awareness of the Police Ombudsman was among respondents aged between 16 and 24 years.



**Figure 1:** Heard of the Police Ombudsman by Age (October 2000 and March 2001)

- 3.5** There was some variation across income groups in awareness of the Police Ombudsman. Awareness levels were highest among respondents who said their annual household income exceeded £25,000 (79%), followed by those whose income was between £15,000 and £24,999 (71%). Respondents whose annual household income was £9,999 or less were least aware of the Police Ombudsman (53%) (Appendix Table A1). Although awareness levels within each income group have increased since the previous survey was carried out, the pattern across income groups has remained the same.
- 3.6** More than four-fifths of respondents who had professional managerial or intermediate non-manual occupations were aware of the Police Ombudsman (81% and 83%, respectively). In contrast, only 43% of those with unskilled manual occupations had heard of her. Forty-seven percent of respondents who had never had a job had heard of the Police Ombudsman (Table 1). The largest increase in awareness of the Police Ombudsman across the two surveys was among this latter group of respondents (32% in the October 2000 Omnibus Survey).

**TABLE 1  
HEARD OF THE POLICE OMBUDSMAN BY OCCUPATION**

	Professional Managerial	Intermediate Non-Manual	Junior Non-Manual	Skilled Manual	Semi-Skilled Manual	Unskilled Manual	Never had a Job
	%	%	%	%	%	%	%
Yes	81	83	73	66	54	43	47
No	19	17	27	34	46	57	53
Total	100	100	100	100	100	100	100

**3.7** Respondents who were employed (69%) were more likely to have heard of the Police Ombudsman than those who were economically inactive (63%) (Appendix Table A2). These figures have increased since the last survey was carried out (63% for employed respondents and 52% for unemployed respondents).

**3.8** As Figure 2 shows, a higher proportion of respondents with tertiary level qualifications (79%) had heard of the Police Ombudsman than those with secondary level qualifications (67%) or no qualifications at all (54%). It can also be seen that while awareness levels increased within all three groups, the increase was highest among respondents who had secondary level qualifications.



**Figure 2:** Heard of the Police Ombudsman by Educational Qualifications (October 2000 and March 2001)

**3.9** Analysis of awareness by tenure showed that more respondents who lived in owner-occupied properties (72%) had heard of the Police Ombudsman than those who lived in rented properties (47%) (Appendix Table A3). The figures for the October 2000 survey were 63% and 37%, respectively.

## AWARENESS OF THE POLICE OMBUDSMAN FOR NORTHERN IRELAND 3.0

### SOURCE OF KNOWLEDGE OF THE POLICE OMBUDSMAN

**3.10** Respondents who were aware of the Police Ombudsman were asked how they had heard about her<sup>(2)</sup>. Table 2 presents the figures from the two surveys. As can be seen, television is still the most common source of knowledge (82%) followed by newspapers or magazines (49%).

**TABLE 2**  
**SOURCE OF KNOWLEDGE OF THE POLICE OMBUDSMAN**

	March Survey	October Survey
	%	%
Television	82	74
Radio	31	23
Newspaper/Magazine	49	35
Word of mouth	8	8
Friends/Family	6	4
Leaflet	1	3
Poster	1	1
Through Work	6	-*
Other	1	3
Don't Know/Refused	1	1

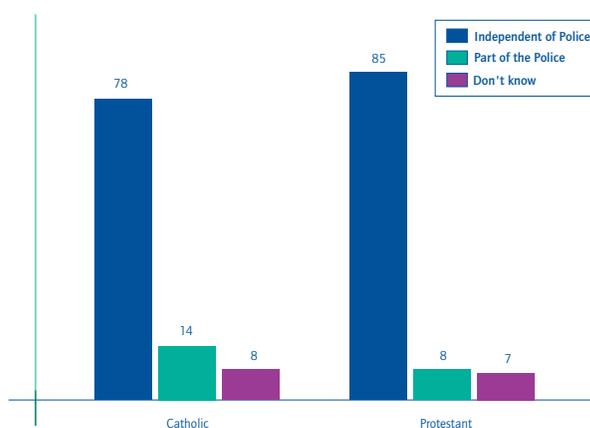
(Note: Percentages add to more than 100% due to multiple responses.)

(\*Category was not available as an option in the October Omnibus Survey)

(2) Respondents could give more than one source.

## AWARENESS OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN 4.0

- 4.1** Respondents who were aware of the Police Ombudsman were asked if they thought the Ombudsman was part of the police or independent of the police. The majority (83%) thought the Police Ombudsman was independent of the police, 10% thought she was part of the police and 7% did not know. These figures are similar to those found in the October 2000 survey (81%, 11% and 8%, respectively).
- 4.2** Figure 3 presents a breakdown of results for knowledge of the independence of the Police Ombudsman by religion. As can be seen, Protestants (85%) were more likely than Catholics (78%) to think the Police Ombudsman was independent of the police. The figures for the previous survey were 84% for Protestants and 76% for Catholics.



**Figure 3:** Aware of the independence of the Police Ombudsman by Religion

- 4.3** There was little difference between males and females in awareness of the independence of the Police Ombudsman. Approximately four fifths of both males and females thought the Police Ombudsman was independent of the police (83% of the former and 82% of the latter) (Appendix Table A4). These figures are similar to those found for males and females in the October 2000 survey (82% and 80%, respectively).
- 4.4** Respondents who were aged between 25 and 44 years were most likely (86%) and those aged between 16 and 24 years least likely (66%) to believe that the Police Ombudsman was independent of the police (Table 3). In the October 2000 survey, more respondents who were aged between 45 and 64 years (88%) said they were aware that the Police Ombudsman was independent of the police.

**TABLE 3**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN BY AGE**

	16-24	25-44	45-64	65 and over
	%	%	%	%
Part of the Police	21	10	8	11
Independent of the Police	66	86	85	81
Don't know/Refused	14	4	8	8
Total	100	100	100	100

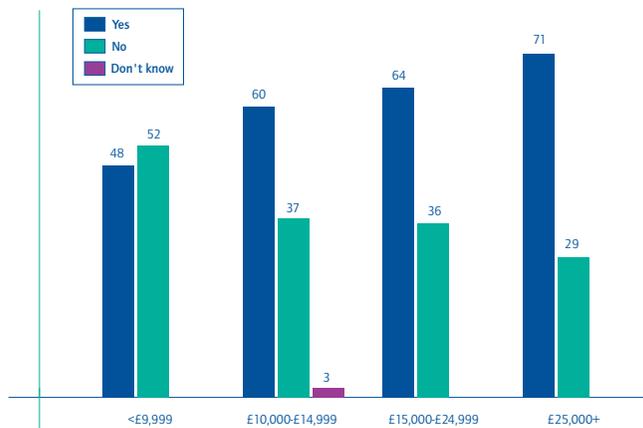
(Base: Respondents who were aware of the Police Ombudsman - 699)

- 4.5** More respondents with annual household incomes exceeding £25,000 (92%) were aware that the Police Ombudsman was independent of the police than those with annual household incomes below £25,000. Awareness was lowest among respondents who had an annual household income of £9,999 or less (73%) (Appendix Table A5).
- 4.6** There was an association between awareness of the Police Ombudsman's independence from the police and respondent's present or most recent job. Awareness was highest among people who were employed in professional managerial (91%) or intermediate non-manual (92%) occupations, followed by those who were employed in junior non-manual occupations (88%). Respondents who were employed in semi-skilled manual occupations were least likely to believe that the Police Ombudsman was independent of the police (72%) (Appendix Table A6).
- 4.7** Employed respondents were more likely than respondents who were economically inactive to believe that the Police Ombudsman was independent of the police (85% of the former compared with 80% of the latter) (Appendix Table A7).
- 4.8** Respondents who had tertiary level qualifications were most likely (90%) to think the Police Ombudsman was independent of the police, followed by those with secondary level qualifications (84%). Three quarters of respondents who had no qualifications thought the Police Ombudsman was independent of the police (75%) (Appendix Table A8).
- 4.9** More respondents who lived in owner-occupied properties than those who lived in rented properties believed the Police Ombudsman was independent of the police (86% and 70%, respectively) (Appendix Table A9).

#### AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY TO THE POLICE OMBUDSMAN

- 4.10** Respondents who were aware of the Police Ombudsman were asked if they knew they could make a complaint against the police directly to the Police Ombudsman. Three out of five (61%) respondents said they were aware of this.
- 4.11** There was no difference in the percentage of Catholics and Protestants who knew that complaints about the police could be made directly to the Police Ombudsman (both 61%). However, more males (68%) than females (54%) said they were aware of this (Appendix Tables A10 and A11).
- 4.12** Respondents who were aged 65 and over (50%) were least likely to be aware that they could make a complaint against the police directly to the Police Ombudsman, followed by those aged between 16 and 24 years (55%). Most likely to be aware of this were respondents aged between 45 and 64 (65%) (Appendix Table A12).
- 4.13** As Figure 4 shows, there was an association between respondents' awareness that complaints could be made directly to the Police Ombudsman and gross annual household income. The figures ranged from 71% of respondents with an annual household income of £25,000 or more to 48% of those with an annual income of £9,999 or less.

## AWARENESS OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN 4.0



**Figure 4:** Aware that complaints can be made directly to the Police Ombudsman by Annual Household Income

- 4.14** More employed respondents (63%) than respondents who were economically inactive (57%) were aware that they could make a complaint against the police directly to the Police Ombudsman (Appendix Table A13).
- 4.15** Around two-thirds of respondents with tertiary (66%) or secondary level qualifications (65%) were aware that they could make a complaint about the police directly to the Police Ombudsman compared with just under half (49%) of those with no qualifications (Appendix Table A14).
- 4.16** Almost three-quarters (73%) of respondents who had professional managerial occupations said they were aware that complaints about the police could be made directly to the Police Ombudsman. The figure fell to around two-thirds for respondents who were employed in intermediate non-manual, junior non-manual and skilled manual occupations. Less than one half of respondents in semi-skilled manual occupations said they were aware that complaints against the police could be made directly to the Police Ombudsman (Table 4).

**TABLE 4**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY TO THE POLICE OMBUDSMAN BY OCCUPATION**

	Professional Managerial	Intermediate Non-Manual	Junior Non-Manual	Skilled Manual	Semi-Skilled Manual	Unskilled Manual	Never had a Job
	%	%	%	%	%	%	%
Yes	73	62	61	63	47	53	60
No	27	38	39	37	52	47	40
Total	100	100	100	100	100	100	100

(Base: Respondents who were aware of the Police Ombudsman - 699)

- 4.17** Three out of five (61%) respondents who lived in owner-occupied properties and 58% of those who lived in rented accommodation said they knew that complaints against the police could be made directly to the Police Ombudsman (Appendix Table A15).

# MAKING COMPLAINTS AGAINST THE POLICE 5.0

- 5.1** All respondents were asked where they would go to make a complaint against the police. As Table 5 shows, respondents were most likely to say they would make a complaint at their local police station (44%), followed by a solicitor (12%). Four percent said they would go to the Police Ombudsman to make a complaint. This is similar to the figure found in the October 2000 survey (3%).
- 5.2** These findings show that while more people are aware of the existence of the Police Ombudsman (65% in this survey compared to 57% in the previous survey) there was no significant difference in the proportion that would go to the Police Ombudsman to make a complaint against the police. Furthermore, of those who were aware of the Police Ombudsman and who were also aware that complaints could be made directly to her, only 10% said they would make a complaint about the police to the Police Ombudsman. These respondents were most likely to say they would go to their local police station to make a complaint against the police (42%).

**TABLE 5**  
**WHERE RESPONDENTS WOULD GO TO MAKE A COMPLAINT**

	%
Local police station	44
ICPC	11
Solicitor	12
Chief Constable of the Royal Ulster Constabulary (RUC)	2
MP/MLA	4
Local Politician e.g. councillor	3
Citizens Advice Bureau	4
Police Ombudsman	4
Other	4
Would not know where to go to complain	9
Would not know how to complain	2
Don't know/Refused	1
<b>Total</b>	<b>100</b>

**5.3** More Protestant (53%) than Catholic (34%) respondents would make a complaint at their local police station. Conversely, more of the latter (17%) than the former (9%) would go to a solicitor. Catholics were twice as likely as Protestants to say they would go to the Police Ombudsman to make a complaint against the police (6% and 3%, respectively) (Table 6). In the October 2000 survey, 3% of both Catholics and Protestants said they would go to the Police Ombudsman to make a complaint.

**TABLE 6  
WHERE RESPONDENTS WOULD GO TO MAKE A COMPLAINT BY RELIGION**

	Catholic	Protestant
	%	%
Local police station	34	53
ICPC	9	11
Solicitor	17	9
Chief Constable of the RUC	2	2
MP/MLA	6	2
Local Politician e.g. councillor	5	2
Citizens Advice Bureau	5	3
Police Ombudsman	6	3
Other	2	2
Would not know where to go to complain	11	8
Would not know how to complain	4	3
Don't know/Refused	0	1
Total	100	100

**5.4** Slightly more males (45%) than females (43%) would make a complaint at their local police station and more males than females would go to a solicitor (15% and 10%, respectively). Four percent of males and 5% of females would make a complaint to the Police Ombudsman (Appendix Table A16).

# MAKING COMPLAINTS AGAINST THE POLICE 5.0

**5.5** Respondents aged 65 years and over were most likely to say they would go to their local police station to make a complaint against the police (54%), followed by those who were aged between 45 and 64 years (46%). In contrast, the oldest respondents (those aged 65 years and over) were least likely to say they would go to a solicitor (5%). Five percent of people aged between 25 and 64 would make a complaint about the police to the Police Ombudsman compared with 3% of those in the youngest and oldest age groups (Table 7).

**TABLE 7**  
**WHERE RESPONDENTS WOULD GO TO MAKE A COMPLAINT BY AGE**

	16-24	25-44	45-64	65 and over
	%	%	%	%
Local police station	44	39	46	54
ICPC	10	14	12	4
Solicitor	15	15	12	5
Chief Constable of the RUC	1	2	4	2
MP/MLA	8	2	5	3
Local Politician e.g. councillor	0	4	2	7
Citizens Advice Bureau	4	3	6	4
Police Ombudsman	3	5	5	3
Other	3	1	2	3
Would not know where to go to complain	9	11	5	11
Would not know how to complain	4	4	2	4
Don't know/Refused	0	0	1	2
Total	100	100	100	100

**5.6** Respondents who said their annual household income was £9,999 or less were more likely to say they would go to their local police station to make a complaint against the police than respondents with incomes of £10,000 or more (46% and 43%, respectively). Conversely, the former were least likely to say they would go to the Police Ombudsman (3%) to make a complaint. Respondents with the highest household incomes (£25,000 or more) were most likely to say they would go to the Police Ombudsman to make a complaint (7%) (Appendix Table A17).

- 5.7** Of those respondents who had no formal educational qualifications, almost half (47%) would go to their local police station to make a complaint against the police. This compares with 41% of respondents with secondary level qualifications and 45% of those with tertiary level qualifications. A higher proportion of respondents with secondary level qualifications said they would go to the Police Ombudsman to make a complaint than those with no qualifications or tertiary level qualifications (7%, 2% and 5%, respectively) (Table 8).

**TABLE 8**  
**WHERE RESPONDENTS WOULD GO TO MAKE**  
**A COMPLAINT BY EDUCATIONAL QUALIFICATIONS**

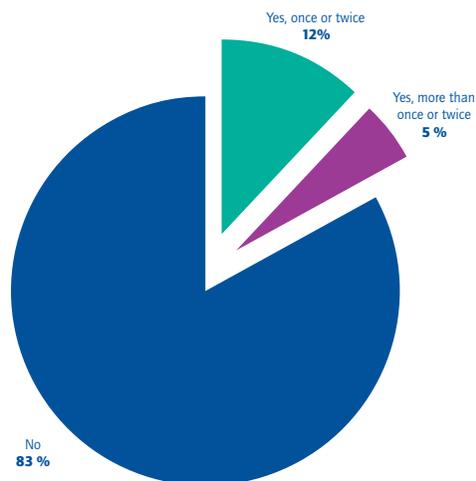
	No Qualifications %	Secondary Level Qualifications %	Tertiary Level Qualifications %
Local police station	47	41	45
ICPC	6	12	16
Solicitor	12	13	12
Chief Constable of the RUC	2	4	1
MP/MLA	4	4	3
Local Politician e.g. councillor	4	3	3
Citizens Advice Bureau	5	4	3
Police Ombudsman	2	7	5
Other	2	2	2
Would not know where to go to complain	13	7	8
Would not know how to complain	2	4	4
Don't know/Refused	1	0	1
Total	100	100	100

## MAKING COMPLAINTS AGAINST THE POLICE 5.0

- 5.8** Forty-one percent of respondents who were employed compared with 45% of those who were economically inactive would go to their local police station to make a complaint against the police. More employed respondents (6%) than respondents who were economically inactive (3%) would go to the Police Ombudsman to make a complaint (Appendix Table A18).
- 5.9** Respondents who lived in owner-occupied properties were more likely to say they would go to their local police station to make a complaint against the police than those who rented their accommodation (45% and 42%, respectively). Five percent of the former compared with 3% of the latter would go to the Police Ombudsman to make a complaint (Appendix Table A19).

# PERCEPTIONS OF POLICE BEHAVIOUR 6.0

**6.1** All respondents were asked if a police officer had ever behaved towards them in a way they thought was unacceptable. As Figure 5 shows, 17% of respondents said a police officer had behaved towards them in a way they thought was unacceptable (12% said this had occurred once or twice and 5% said this had occurred more than once or twice).



**Figure 5** Police officer ever behaved in unacceptable way

**6.2** As Table 9 shows, more Catholics (22%) than Protestants (14%) said a police officer had behaved towards them in an unacceptable way and more of the former than the latter said these incidents had occurred more than once or twice (8% and 3%, respectively).

**TABLE 9**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE WAY BY RELIGION**

	Catholic	Protestant
	%	%
Yes, once or twice	14	11
Yes, more than once or twice	8	3
No	78	86
Total	100	100

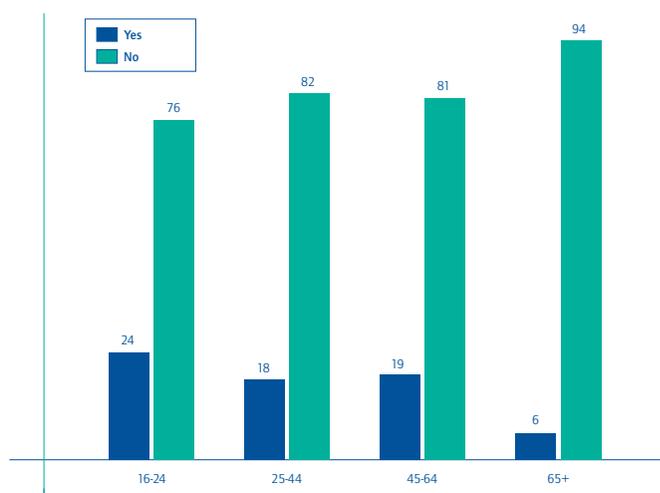
**6.3** More males (21%) than females (14%) said a police officer had behaved towards them in a way they thought unacceptable and 8% of males compared with 3% of females said these incidents had occurred more than once or twice (Appendix Table A20).

**6.4** To explore the issue of perceptions of police behaviour further, the data from the October and March Omnibus Surveys were combined<sup>(3)</sup>. This combined dataset was used to analyse perceptions of police behaviour by gender and religion<sup>(4)</sup>. One third (33%) of male Catholics compared with 19% of male Protestants said a police officer had behaved towards them in a way they thought was unacceptable. The figures for Catholic and Protestant females were 14% and 10%, respectively.

(3) A new weight variable was created for the combined dataset.

(4) The numbers in the separate October and March datasets were too small for this type of analysis to be carried out.

**6.5** As Figure 6 shows, respondents who were aged between 16 and 24 years were four times more likely than those aged 65 or over to say that a police officer had behaved towards them in a way they thought was unacceptable (24% and 6%, respectively).



**Figure 6:** Police officer ever behaved in unacceptable way by Age

**6.6** There was very little variation across income groups in the proportion of respondents who said a police officer had behaved towards them in a way they thought was unacceptable. Nineteen percent of respondents with a gross annual household income between £10,000 and £14,999 said a police officer had behaved towards them in a way they thought was unacceptable followed by those with an income below £9,999 (17%). Sixteen percent of respondents with a household income of £15,000 or more said a police officer had behaved towards them in a way they thought was unacceptable (Appendix Table A21).

**6.7** One quarter (25%) of respondents who had never had a job said a police officer had behaved towards them in a way they thought was unacceptable followed by those who worked in intermediate non-manual occupations (18%). Least likely to say a police officer had behaved towards them in an unacceptable way were respondents who had junior non-manual occupations (13%) (Table 10).

# PERCEPTIONS OF POLICE BEHAVIOUR 6.0

**TABLE 10**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE WAY BY OCCUPATION**

	Professional Managerial	Intermediate Non-Manual	Junior Non-Manual	Skilled Manual	Semi-Skilled Manual	Unskilled Manual	Never had a Job
	%	%	%	%	%	%	%
Yes, once or twice	12	15	12	9	9	9	19
Yes, more than once or twice	5	3	1	7	7	8	6
No	82	82	87	84	84	83	75
Total	100	100	100	100	100	100	100

- 6.8** More respondents with tertiary or secondary level qualifications (18%) than those with no educational qualifications (15%) said a police officer had behaved in an unacceptable way towards them (Appendix Table A22).
- 6.9** There was little variation in perceptions of police behaviour between respondents who were employed and those who were economically inactive. Nineteen percent of respondents who were employed said a police officer had behaved towards them in a way they thought was unacceptable compared with 16% of those who were economically inactive (Appendix Table A23).
- 6.10** One in five (21%) respondents who lived in rented properties and 16% of those who lived in owner occupied properties said a police officer had behaved towards them in a way they thought was unacceptable (Appendix Table A24).

## TYPES OF UNACCEPTABLE BEHAVIOUR

- 6.11** Respondents who said a police officer had behaved towards them in a way they thought was unacceptable were asked what the police officer had done<sup>(5)</sup>. As can be seen, the most frequently mentioned type of misbehaviour was that the police officer was disrespectful or impolite<sup>(6)</sup> (Table 11).

(5) If more than one incident had occurred, respondents were asked to consider the most recent one.

(6) Respondents could give more than one response.

**TABLE 11**  
**TYPES OF UNACCEPTABLE BEHAVIOUR**

	Percentage
Was disrespectful or impolite	51
Harassment	25
Did not follow proper procedures	18
Stopped or searched without reason	17
Discrimination due to race, gender, age etc.	17
Wrongly accused of behaviour	15
Used sectarian, racist or sexist language	12
Behaved in a violent way e.g. pushing	12
Swore	10
Did not carry out his/her duty properly	9
Searched house without reason	5
Took an item of respondent's property	2
Other	9

(Note: Percentages add to more than 100% due to multiple responses.)

**6.12** The combined dataset (October and March Omnibus Surveys) was used to analyse perceptions of police behaviour by religion<sup>(7)</sup> (Table 12). The most notable differences were that a much higher proportion of Catholics (20%) than Protestants (3%) said a police officer had used sectarian, racist or sexist language, more Catholics (25%) than Protestants (10%) said they had been stopped and searched without reason and more Protestants (17%) than Catholics (7%) said that a police officer had not carried out his/her duty properly.

# PERCEPTIONS OF POLICE BEHAVIOUR 6.0

**TABLE 12**  
**TYPES OF UNACCEPTABLE BEHAVIOUR BY RELIGION**

	Catholic	Protestant
	%	%
Was disrespectful or impolite	54	53
Harassment	25	16
Did not follow proper procedures	19	22
Stopped or searched without reason	25	10
Discrimination due to race, gender, age etc.	19	9
Wrongly accused of behaviour	13	13
Used sectarian, racist or sexist language	20	3
Behaved in a violent way e.g. pushing	13	11
Swore	13	6
Did not carry out his/her duty properly	7	17
Searched house without reason	5	4
Took an item of respondent's property	2	2
Other	4	9

(Note: Percentages add to more than 100% due to multiple responses.)

(Base: Respondents who said a police officer behaved in an unacceptable way  
- October 2000 and March 2001 surveys.)

**6.13** The combined dataset was used to analyse perceptions of police behaviour by age. Table 13 presents the results of this analysis. Approximately three times as many of the youngest respondents as the older respondents said they were wrongly accused of doing something they had not done. These respondents were also most likely to say a police officer had harassed them, swore at them, behaved in a violent way towards them or discriminated against them.

**TABLE 13**  
**TYPES OF UNACCEPTABLE BEHAVIOUR BY AGE**

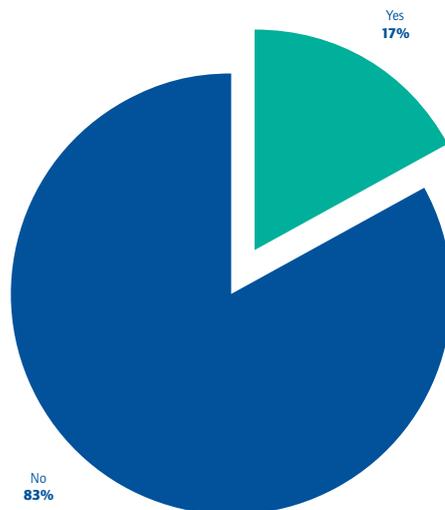
	16-24	25-44	45-64	65+
	%	%	%	%
Was disrespectful or impolite	54	51	55	71
Harassment	28	19	20	17
Did not follow proper procedures	19	23	20	17
Stopped or searched without reason	22	22	12	10
Discrimination due to race, gender, age etc.	23	15	7	17
Wrongly accused of behaviour	32	8	10	10
Used sectarian, racist or sexist language	11	14	9	17
Behaved in a violent way e.g. pushing	20	13	5	8
Swore	19	9	8	2
Did not carry out his/her duty properly	8	12	17	6
Searched house without reason	1	5	5	10
Took an item of respondent's property	2	1	1	4
Other	1	3	13	10

(Note: Percentages add to more than 100% due to multiple responses.)

(Base: Respondents who said a police officer behaved in an unacceptable way  
- October 2000 and March 2001 surveys.)

#### COMPLAINTS ABOUT UNACCEPTABLE POLICE BEHAVIOUR

- 6.14** Respondents who said a police officer had behaved towards them in a way they thought was unacceptable were asked if they had made a complaint. Only 17% said they had complained, the remaining 83% said they had not (Figure 7). Of those who had made a complaint (32 respondents), 79% had complained to the police and the remaining 21% had complained to someone else, for example a solicitor or a politician



**Figure 7:** *Complained about unacceptable behaviour*

# PERCEPTIONS OF POLICE BEHAVIOUR 6.0

**6.15** More Protestants (24%) than Catholics (11%) said they had made a complaint. However, there was little variation between the sexes with 18% of males and 17% of females saying they had made a complaint.

## REASONS FOR NOT COMPLAINING ABOUT UNACCEPTABLE POLICE BEHAVIOUR

**6.16** Respondents who did not complain about the unacceptable behaviour they had experienced were asked why they had not done so. The main reason given by respondents was a belief that the police would not do anything about it (33%) followed by a belief that the incident was not serious enough (25%). Only 4% of respondents said they did not know how to make a complaint (Table 14).

**TABLE 14**  
**REASON RESPONDENT DID NOT REPORT INCIDENT TO THE POLICE**

	Percentage
Felt police would not do anything about it	33
Felt incident was not serious enough	25
Felt police would not take it seriously	12
Could not be bothered	12
Scared of police reprisals	9
Did not know how to complain	4
Other	5
Total	100

(Base: Respondents who did not make a complaint about unacceptable behaviour.)

**6.17** The combined October and March Omnibus Survey dataset was used to analyse respondents' reasons for not making a complaint about unacceptable police behaviour by religion. As Table 15 shows, more Protestants (36%) than Catholics (17%) said they did not complain because they felt the incident was not serious enough while more Catholics than Protestants said they were scared of police reprisals (11% and 4%, respectively).

**TABLE 15**  
**REASON RESPONDENT DID NOT REPORT INCIDENT TO THE POLICE BY RELIGION**

	Catholic	Protestant
	%	%
Felt police would not do anything about it	33	30
Felt incident was not serious enough	17	36
Felt police would not take it seriously	14	11
Could not be bothered	13	9
Scared of police reprisals	11	4
Did not want to make trouble for police	3	1
Did not know how to complain	5	3
Other	3	7
Total	100	100

(Base: Respondents who did not make a complaint about unacceptable behaviour - October 2000 and March 2001 surveys.)

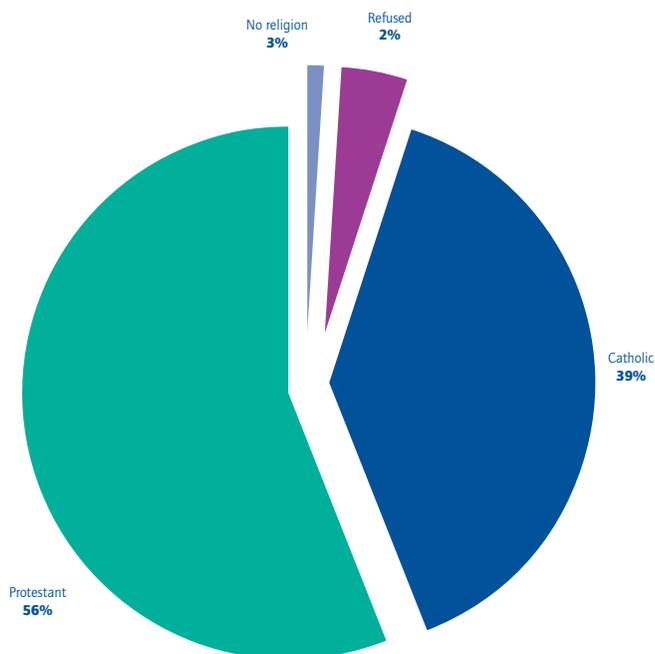
# PROFILE OF RESPONDENTS 7.0

## GENDER

**7.1** Just over half of all respondents were female (56%); the remainder were male (44%). The gender breakdown for all females and males over the age of sixteen in the general population in Northern Ireland is 52% and 48%, respectively<sup>(8)</sup>.

## RELIGION

**7.2** Fifty-six percent of respondents described themselves as Protestant and 39% as Catholic. Three percent said they had no religion and the remaining 2% refused to state their religion (Figure 8).

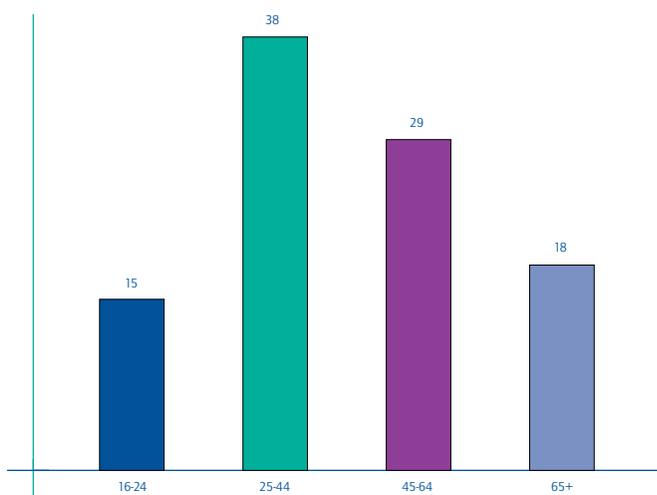


**Figure 8:** Religion of respondents

(8) Mid-Year Population Estimates in Northern Ireland 1999, NISRA.

## AGE

**7.3** Figure 9 shows that the largest proportion of respondents (38%) were aged between 25 and 44 years and the smallest proportion (15%) between 16 and 24 years.



**Figure 9:** Age of respondents

## GROSS ANNUAL HOUSEHOLD INCOME

**7.4** More than one quarter of respondents (29%) said their gross annual household income was £9,999 or less. A further 16% said their household income was between £10,000 and £14,999 and 18% that their income was between £15,000 and £24,999. Twenty-seven percent of respondents had a gross annual household income of £25,000 or more. The remaining respondents either said they did not know their household income (8%) or refused to provide the information (2%).

## EMPLOYMENT STATUS

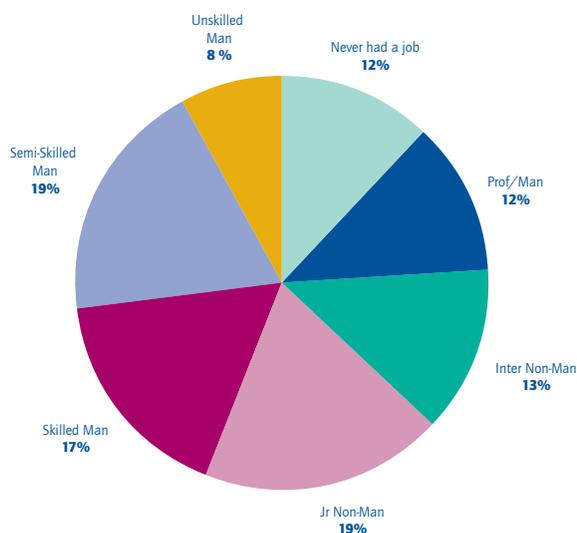
**7.5** One half of all respondents (50%) said they had worked in the week before the survey took place, 2% were away from work that week, 3% were looking for work or waiting to take up a job, 2% were not looking for work, 39% were economically inactive (including retired respondents) and 5% were either still at school or refused to state their employment status<sup>(9)</sup>.

(9) This variable was recoded into two groups for analysis purposes - employed (52%) and economically inactive (48%).

# PROFILE OF RESPONDENTS 7.0

## OCCUPATION

**7.6** Respondents were categorized into groups based on their present or most recent job. Figure 10 shows that around one in five respondents were currently employed or had been employed previously in junior non-manual or semi-skilled manual occupations (both 19%) and 17% in skilled manual occupations. Thirteen percent of respondents worked in intermediate non-manual occupations, 12% in professional managerial occupations and 8% in unskilled manual occupations. Twelve percent of respondents said they had never had a job.



**Figure 10:** Present or most recent occupation

## EDUCATIONAL QUALIFICATIONS

**7.7** Almost two-thirds (32%) of respondents had tertiary level qualifications, 48% had secondary level qualifications and the remaining 20% had no educational qualifications at all.

## TENURE

**7.8** Two-thirds of the dwellings selected for the survey (66%) were owned by the people who occupied them. A further 32% were rented (22% from the Northern Ireland Housing Executive, 7% from private landlords and 3% from housing associations). Households who did not pay any rent occupied the remaining 2% of dwellings.

## SUMMARY AND CONCLUSIONS 8.0

- 8.1** This is the second survey of public awareness of the police complaints system to be carried out by the Police Ombudsman's Office. The previous survey carried out in October 2000 showed that 57% of people in Northern Ireland were aware of the Police Ombudsman. The findings from this survey showed that respondents' awareness of the Police Ombudsman has increased to 65%.
- 8.2** However, the results of this survey showed that there are still differences in awareness levels across socio-economic groups within the community. Although awareness levels have increased within groups, the differences across groups are still evident. More respondents from higher socio-economic groups (as measured by variables such as income, occupation and education level) were aware of the Police Ombudsman than those from lower socio-economic groups.
- 8.3** There has been an increase in awareness of the Police Ombudsman among people aged between 16 and 25 years. In the October 2000 survey, 23% of respondents in this age group were aware of the Police Ombudsman and the figure rose to 35% in this survey. This was the largest increase in awareness across all age groups.
- 8.4** There were also differences across socio-economic groups in awareness that the Police Ombudsman was independent of the police. Once again, the results showed that respondents from higher socio-economic groups were more likely to be aware that the Police Ombudsman was independent of the police. There was also a community background difference; more Protestants than Catholics thought the Police Ombudsman was independent from the police.
- 8.5** Although there was an increase in the proportion of respondents who said they were aware of the Police Ombudsman, there was no significant difference in the proportion of those who said they would go the Ombudsman to make a complaint against the police (4% in this survey compared with 3% in the October survey). This suggests that many people may still not be fully aware of the role of the Police Ombudsman in the police complaints system. Indeed, only 10% of respondents who were aware that complaints could be made directly to the Police Ombudsman said they would make a complaint about the police to the Ombudsman.
- 8.6** The Police Ombudsman's Office will continue to develop its strategy to increase public awareness of the organisation and its role in the independent and impartial investigation of complaints against the police in Northern Ireland.
- 8.7** Further research is planned to continue the monitoring of the effectiveness of the outreach programmes being implemented by the Police Ombudsman's Office. The results of all such research will be published in due course.

# SURVEY METHODOLOGY

## THE SAMPLE

The Valuation and Lands Agency's list of domestic residential properties was used as the sampling frame for the survey. The sample frame was divided into three geographic areas - Belfast, East Northern Ireland and West Northern Ireland and a random sample of 2,142 addresses was drawn. The number of addresses drawn from each area was in proportion to the number of addresses in the area.

The Valuation and Lands Agency's list provides a good sampling frame of addresses. However, it does not contain any information about the number of people living at an address. At each address, therefore, the interviewer was asked to identify the number of households living at the address and, where necessary, select one household using a standardized selection procedure. The interviewer then listed all members of the household who were aged 16 and over. From this listing of eligible adults, one was selected for participation in the survey.

## FIELDWORK

The fieldwork for the survey was carried out from 26 February to 30 March 2001.

## RESPONSE RATE

The tables below show the response rate for the survey.

**TABLE 16 TARGET SAMPLE**

Total interviews issued	Non-eligible	Total eligible sample
2142	203	1939

**TABLE 17 RESPONSE RATE**

	Number	%
Achieved	1076	55
Refused	299	15
Non-contact	473	24
Other	91	5

## WEIGHTING

Selecting one individual for interview at each sampled address means that the probability of selection for the survey is inversely related to the size of the household. Thus, individuals living in large households have a lower chance of being selected to participate in the survey than individuals living in small households.

To compensate for this, the data were weighted before analyses were carried out. The weighting process adjusted the results to those that would have been achieved if the sample had been drawn as a random sample of adults rather than addresses. Table 18 below shows how the weighting was carried out and Table 19 the effect of weighting on responses to the question 'Are you aware of the Police Ombudsman for Northern Ireland?'

**TABLE 18**  
**WEIGHTING OF THE SAMPLE**

Number of adults aged 16 and over	Number	Household size by number	Relative Scaled Weight
1	368	368	0.519556
2	502	1004	1.039112
3	144	432	1.558667
4	46	184	2.078223
5	13	65	2.597779
6	3	18	3.117335

$$R=1076/2071=0.519556$$

**TABLE 19**  
**EFFECT OF WEIGHTING**

Have you heard of the Police Ombudsman for Northern Ireland?	Unweighted %	Weighted %
Yes	63.3	65.0
No	36.6	35.0
Don't Know	0.1	0

## SAMPLE ERROR

The proportion of respondents who gave a certain answer was only an estimate of the proportion of the entire population who would have given that answer, i.e. there was a margin of error, plus or minus, the sample error. The size of the error varies with the size of the percentage and the sample size. Table 20 gives margins of error for various percentages and sample sizes, including all respondents, respondents who had heard of the Police Ombudsman and respondents who said a police officer had behaved towards them in an unacceptable way.

## SURVEY METHODOLOGY

**TABLE 20 SAMPLE ERROR**

	Percentage										
	5 or 95	10 or 90	15 or 85	20 or 80	25 or 75	30 or 70	35 or 65	40 or 60	45 or 55	50	
Sample Size	Sample Error +/-%										
Respondents who said an officer had treated them in an unacceptable way	181	3.2	4.4	5.2	5.8	6.3	6.7	7.0	7.2	7.3	7.3
Respondents who had heard of the Ombudsman	681	1.6	2.3	2.7	3.0	3.3	3.5	3.6	3.7	3.8	3.8
All respondents	1076	1.3	1.8	2.1	2.4	2.6	2.7	2.9	2.9	3.0	3.0

## APPENDIX TABLES<sup>(10)</sup>

**TABLE A1**  
**HEARD OF THE POLICE OMBUDSMAN BY GROSS ANNUAL HOUSEHOLD INCOME**

	£9,999 or less	£10,000- £14,999	£15,000- £24,999	£25,000 or more
Yes	53%	66%	71%	79%
No	47%	34%	29%	21%
Total	100%	100%	100%	100%

(Base: All respondents - 1076)

**TABLE A2**  
**HEARD OF THE POLICE OMBUDSMAN BY EMPLOYMENT STATUS**

	Employed	Economically Inactive
Yes	69%	63%
No	31%	37%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A3**  
**HEARD OF THE POLICE OMBUDSMAN BY TENURE**

	Owner-Occupied	Rented
Yes	72%	47%
No	28%	53%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A4**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN BY GENDER**

	Male	Female
Part of the Police	9%	11%
Independent of the Police	83%	82%
Don't know/Refused	7%	7%
Total	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

(10) Tables may not always add to 100% due to the effects of rounding.

**TABLE A5**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN**  
**BY GROSS ANNUAL HOUSEHOLD INCOME**

	£9,999 or less	£10,000- £14,999	£15,000- £24,999	£25,000 or more
Part of the Police	17%	12%	6%	4%
Independent of the Police	73%	82%	82%	92%
Don't know/Refused	10%	6%	13%	4%
Total	100%	100%	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A6**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN BY OCCUPATION**

	Professional Managerial	Intermediate Non-Manual	Junior Non- Manual	Skilled Manual	Semi- skilled Manual	Unskilled manual	Never had a Job
Part of the Police	5%	7%	8%	14%	16%	8%	14%
Independent of the Police	91%	92%	88%	74%	72%	79%	76%
Don't know/ Refused	4%	2%	4%	12%	12%	13%	10%
Total	100%	100%	100%	100%	100%	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A7**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN**  
**BY EMPLOYMENT STATUS**

	Employed	Economically Inactive
Part of the Police	9%	12%
Independent of the Police	85%	80%
Don't know/Refused	7%	8%
Total	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

## APPENDIX TABLES

**TABLE A8**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN**  
**BY EDUCATIONAL QUALIFICATIONS**

	No qualifications	Secondary Level Qualifications	Tertiary Level Qualifications
Part of the Police	13%	10%	6%
Independent of the Police	75%	84%	90%
Don't know/Refused	11%	6%	4%
Total	100%	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A9**  
**AWARE OF THE INDEPENDENCE OF THE POLICE OMBUDSMAN BY TENURE**

	Owner-Occupied	Rented
Part of the Police	8%	18%
Independent of the Police	86%	70%
Don't know/Refused	6%	12%
Total	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A10**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY TO**  
**THE POLICE OMBUDSMAN BY RELIGION**

	Catholic	Protestant	No religion	Refused
Yes	61%	61%	52%	50%
No	38%	38%	48%	50%
Don't Know	1%	1%	0%	0%
Total	100%	100%	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A11**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY**  
**TO THE POLICE OMBUDSMAN BY GENDER**

	Male	Female
Yes	68%	54%
No	32%	45%
Don't Know	0%	1%
Total	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A12**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY**  
**TO THE POLICE OMBUDSMAN BY AGE**

	16-24	25-44	45-64	65 and over
Yes	55%	63%	65%	50%
No	45%	37%	35%	48%
Don't Know	0%	0%	0%	2%
Total	100%	100%	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A13**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY**  
**TO THE POLICE OMBUDSMAN BY EMPLOYMENT STATUS**

	Employed	Economically inactive
Yes	63%	57%
No	37%	42%
Don't Know	0%	1%
Total	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

## APPENDIX TABLES

**TABLE A14**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY**  
**TO THE POLICE OMBUDSMAN BY EDUCATIONAL QUALIFICATIONS**

	No qualifications	Secondary Level Qualifications	Tertiary Level Qualifications
Yes	49%	65%	66%
No	50%	34%	34%
Don't Know	1%	1%	0%
Total	100%	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A15**  
**AWARE THAT COMPLAINTS CAN BE MADE DIRECTLY**  
**TO THE POLICE OMBUDSMAN BY TENURE**

	Owner occupied	Rented
Yes	61%	58%
No	38%	42%
Don't Know	1%	0%
Total	100%	100%

(Base: Respondents who were aware of the Police Ombudsman - 699)

**TABLE A16**  
**WHERE RESPONDENTS WOULD GO TO MAKE A COMPLAINT BY GENDER**

	Male	Female
Local police station	45%	43%
ICPC	12%	10%
Solicitor	15%	10%
Chief Constable of the RUC	2%	3%
MP/MLA	4%	3%
Local Politician e.g. councillor	3%	4%
Citizens Advice Bureau	3%	5%
Police Ombudsman	4%	5%
Other	2%	2%
Would not know where to go to complain	7%	10%
Would not know how to complain	3%	4%
Don't know/Refused	0%	1%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A17**  
**WHERE RESPONDENTS WOULD GO TO MAKE A COMPLAINT**  
**BY GROSS ANNUAL HOUSEHOLD INCOME**

	£9,999 or less	£10,000- £14,999	£15,000- £24,999	£25,000 or more
Local police station	46%	41%	42%	44%
ICPC	7%	11%	14%	15%
Solicitor	10%	13%	13%	13%
Chief Constable of the RUC	1%	5%	3%	3%
MP/MLA	5%	3%	2%	2%
Local Politician e.g. councillor	5%	4%	4%	1%
Citizens				
Advice Bureau	6%	5%	3%	2%
Police Ombudsman	3%	5%	4%	7%
Other	3%	1%	2%	2%
Would not know where to go to complain	11%	10%	9%	7%
Would not know how to complain	3%	2%	4%	4%
Don't know/ Refused	1%	1%	1%	0%
Total	100%	100%	100%	100%

(Base: All respondents - 1076)

## APPENDIX TABLES

**TABLE A18**  
**WHERE RESPONDENTS WOULD GO TO MAKE**  
**A COMPLAINT BY EMPLOYMENT STATUS**

	Employed	Economically Inactive
Local police station	41%	45%
ICPC	15%	8%
Solicitor	14%	10%
Chief Constable of the RUC	3%	2%
MP/MLA	2%	5%
Local Politician e.g. councillor	3%	5%
Citizens Advice Bureau	3%	5%
Police Ombudsman	6%	3%
Other	2%	2%
Would not know where to go to complain	8%	10%
Would not know how to complain	4%	3%
Don't know/Refused	0%	1%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A19**  
**WHERE RESPONDENTS WOULD GO TO MAKE A COMPLAINT BY TENURE**

	Owner-Occupied	Rented
Local police station	45%	42%
ICPC	12%	10%
Solicitor	12%	12%
Chief Constable of the RUC	2%	2%
MP/MLA	3%	4%
Local Politician e.g. councillor	3%	5%
Citizens Advice Bureau	4%	5%
Police Ombudsman	5%	3%
Other	2%	3%
Would not know where to go to complain	8%	10%
Would not know how to complain	4%	2%
Don't know/Refused	0%	1%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A20**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE WAY BY GENDER**

	Male	Female
Yes, once or twice	13%	11%
Yes, more than once or twice	8%	3%
No	79%	87%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A21**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE WAY BY GROSS ANNUAL HOUSEHOLD INCOME**

	£9,999 or less	£10,000-£14,999	£15,000-£24,999	£25,000 or more
Yes, once or twice	10%	13%	12%	13%
Yes, more than once or twice	7%	6%	4%	3%
No	83%	82%	84%	84%
Total	100%	100%	100%	100%

(Base: All respondents - 1076)

## APPENDIX TABLES

**TABLE A22**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE**  
**WAY BY EDUCATIONAL QUALIFICATIONS**

	No qualifications	Secondary Level Qualifications	Tertiary Level Qualifications
Yes, once or twice	9%	13%	16%
Yes, more than once or twice	6%	5%	2%
No	85%	82%	82%
Total	100%	100%	100%

(Base: All Respondents - 1076)

**TABLE A23**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE**  
**WAY BY EMPLOYMENT STATUS**

	Employed	Economically Inactive
Yes, once or twice	14%	10%
Yes, more than once or twice	5%	6%
No	82%	84%
Total	100%	100%

(Base: All respondents - 1076)

**TABLE A24**  
**POLICE OFFICER EVER BEHAVED IN UNACCEPTABLE WAY BY TENURE**

	Owner-Occupied	Rented
Yes, once or twice	12%	12%
Yes, more than once or twice	4%	9%
No	84%	79%
Total	100%	100%

(Base: All respondents - 1076)

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