

Research Report 02/2004

**Public Awareness of the System for Complaints
against the Police in Northern Ireland, 2004**

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Summary

1. Perceptions of police misconduct

Over four-fifths (82%) of respondents said that a police officer had never behaved towards them in a way they thought was unacceptable; 11% said that it had happened once or twice and 6% said that it had happened more frequently. These findings are similar to those from previous surveys. Twenty *percent* of Catholics said they had experienced unacceptable behaviour compared to 15% of Protestants. The type of unacceptable behaviour most frequently experienced was that a police officer had been disrespectful or impolite.

Only 16% of those respondents who had experienced unacceptable behaviour said they had complained about the incident. The most frequent reasons given by those who had not complained were firstly a belief that nothing would be done about their complaint and secondly a belief that the complaint would not be taken seriously.

2. Making complaints against the police

Most respondents (44%) said that they would go first of all to a police station in order to make a complaint against the police; 18% said they would go to a solicitor and 11% said they would go to the Police Ombudsman.

A larger proportion of Protestants than of Catholics said they would go to a police station, while Catholics were over twice as likely as were Protestants to say they would go to a solicitor. Catholics and Protestants were equally likely to say they would go to the Police Ombudsman.

3. Awareness of the Police Ombudsman

Eighty-five *percent* of respondents said they had heard of the Police Ombudsman, a similar proportion to those seen in previous surveys. Protestants were marginally more likely than were Catholics to be aware of the Police Ombudsman, while respondents aged less than 25 showed lower levels of awareness of the Police Ombudsman than did older age groups. The source of information about the Police Ombudsman most frequently cited by respondents was television (93%).

The great majority (85%) of those respondents who had heard of the Police Ombudsman thought that it was independent of the police; this figure has varied only slightly since October 2000. Eleven *percent* of respondents thought that the Police Ombudsman was part of the police. Protestants and Catholics had similar levels of awareness of the Police Ombudsman's independence.

4. Impartiality of Investigation

Three quarters (76%) of respondents were confident that the Police Ombudsman deals with complaints in an impartial way, up from 61% in 2002; 18% were not confident that investigations were impartial. Eighty-four percent of Catholics and 70% of Protestants were confident that the Police Ombudsman deals with complaints impartially; the latter figure has risen from 51% in 2002.

5. Fairness and equality of treatment of complainants and police officers

Four-fifths (82%) of respondents thought they would be fairly treated if they were to make a complaint against a police officer to the Police Ombudsman, a marginally larger proportion than those seen in previous years. Similar proportions of Catholics and Protestants thought they would be fairly treated.

Two-thirds (68%) of respondents thought that a complainant and a police officer would receive equal treatment during the course of an investigation into a complaint, a larger proportion than seen in previous years. A larger proportion of Catholics than of Protestants thought that the Police Ombudsman treats a complainant and a police officer being complained about equally.

Those respondents who said they thought there was not equal treatment of complainant and police officer were asked which party they thought the Police Ombudsman treated better. Half (51%) said they thought the police officer was treated better, while two-fifths (40%) said they thought the complainant was treated better. There was a significant difference between the two communities in their responses to this question, with Catholics being more likely than Protestants to think that the police officer would receive better treatment and Protestants being more likely than Catholics to think that the complainant would be treated better.

6. Effect of Police Ombudsman on policing

Nearly four-fifths of respondents (79%) thought the Police Ombudsman would help ensure that the police in Northern Ireland do a good job. Catholics were more likely than Protestants to hold this view (86% compared to 75%).

The main reasons given by respondents were:

- The police would treat the communities in Northern Ireland more impartially;
- The police would give less cause for complaints from the public; and
- The police would investigate crime better.

Generally, Catholic respondents gave more reasons than did Protestant respondents for thinking that the Police Ombudsman would help ensure the police did a good job.

1. Introduction

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

The Police Ombudsman's Office is committed to carrying out research and consultation in order to improve the quality and effectiveness of the police complaints system. It is also committed to both informing the public about the Ombudsman's powers of independent investigation and gaining confidence of both the public and of the police in the police complaints system and processes. As part of a programme of research, the Office carried out its first survey of public awareness of the police complaints system in October 2000; a second survey was carried out in March 2001, a third in March 2002 and a fourth in February 2003. Following on from this, the Office commissioned a fifth survey of public awareness of the police complaints system in January 2004.

This report presents the findings from the fifth survey. The data were collected through a module in the Northern Ireland Statistics & Research Agency's (NISRA) Omnibus Survey. The fieldwork took place in January 2004.

The research provides information on:

- Experiences of police misconduct
- Awareness of the Police Ombudsman and of the independence of the Police Ombudsman
- Perceptions of the impartiality of Investigation of complaints by the Ombudsman
- Perceptions of fairness and equality of treatment of public and police by the Ombudsman
- Perceptions of improvements in policing due to the existence of the Police Ombudsman's Office.

2. Methodology

Fourteen questions were commissioned by the Police Ombudsman's Office for inclusion in the January 2004 NISRA Omnibus Survey.

The survey sample was drawn as a list of 2000 addresses from the Valuation and Lands Agency list of addresses. This list was stratified into three regions (Belfast, East Northern Ireland and West Northern Ireland), and a random sample was drawn from each stratum. Interviewers called at each address on the list and randomly selected one person aged 16 or over living at the address for interview.

The fieldwork took place between 12 January and 13 February 2004. Interviews were achieved with 1292 individuals, representing a response rate of 67% of the eligible sample.

Weighting factors were applied to the data in relation to household size.

The percentages given in the tables have been rounded to the nearest whole number. The following symbols have been used:

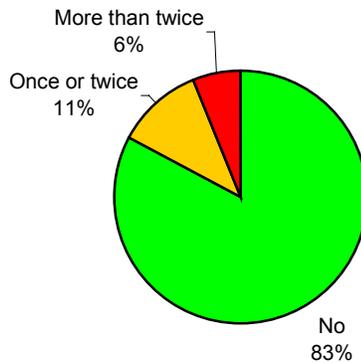
- 0% : figure in cell is less than 0.5%
- - : cell is empty.

3. Survey Results

Perceptions of police misconduct

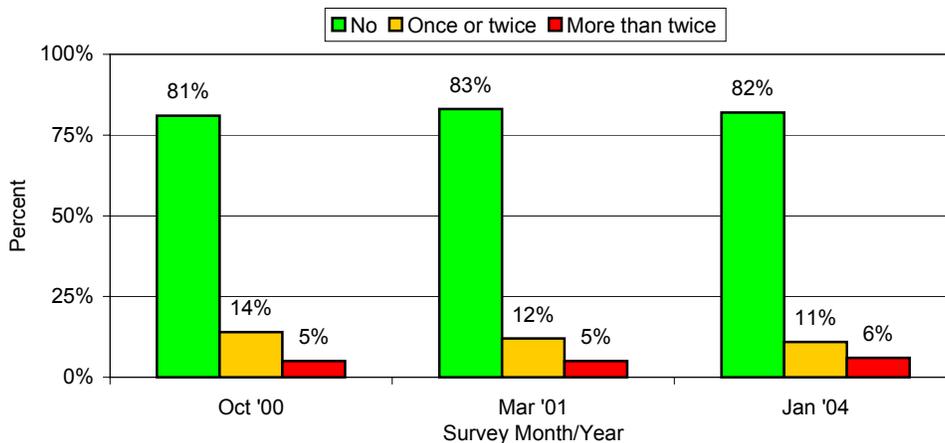
Respondents were asked whether a police officer had ever behaved towards them in a way they thought was unacceptable. Over four-fifths (82%) of respondents said that this had never happened, while 11% said that it had happened once or twice and 6% said that it had happened more frequently than that (see Chart 1).

Chart 1: Has a Police Officer ever behaved towards you in an unacceptable way?, January 2004



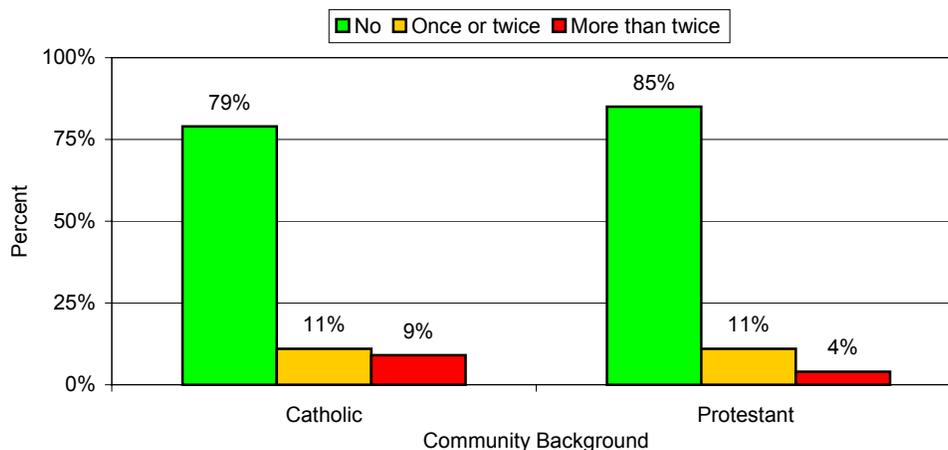
Comparing these findings to those from the surveys carried out in October 2000 and March 2001, it can be seen from Chart 2 that there has been no significant variation in the proportion of respondents reporting that they had experienced unacceptable behaviour from police officers.

Chart 2: Has a police officer ever behaved towards you in an unacceptable way? - October 2000 to January 2004



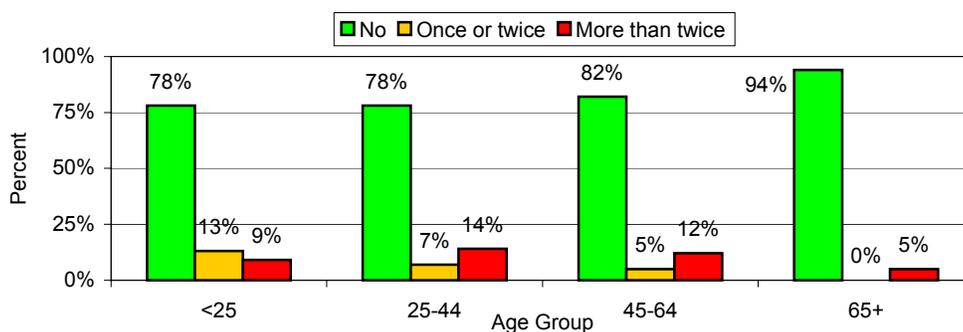
Catholic respondents were more likely than were Protestant respondents to say they had experienced unacceptable behaviour (20% compared to 15%, see Chart 3), and particularly more likely to say they had experienced unacceptable behaviour on a number of occasions (9% compared to 4%).

Chart 3: Has a police officer ever behaved towards you in an unacceptable way by Community Background, January 2004



Respondents aged less than 45 were more likely than those aged 45 and over to report having been treated unacceptably by a police officer (see Chart 4).

Chart 4: Has a police officer ever behaved towards you in an unacceptable way by Age, January 2004



Finally, 24% of male respondents said that they had at some time been treated unacceptably by a police officer compared to 11% of female respondents.

Those respondents who said that a police officer had behaved towards them in a way they thought was unacceptable were then asked what the police officer had done. Table 1 shows that the type of unacceptable behaviour most frequently cited by respondents was that a police officer had been disrespectful or impolite to them.

Table 1: Types of unacceptable behaviour

Behaviour	Percentage
Officer was disrespectful or impolite	52%
Harassment	27%
Officer did not carry out his/her duty properly	25%
Officer swore	19%
Officer did not follow proper procedures	19%
Stopped or searched without reason	18%
Wrongly accused of behaviour	16%
Used sectarian, racist or sexist language	14%
Violent behaviour e.g. pushing	14%
Discrimination due to race, gender, age etc.	13%
Searched house without reason	5%
Took an item of respondent's property	2%
Other	7%

(Note: If more than one incident had occurred respondents were asked to consider the most recent one. Respondents could give more than one response so percentages add to more than 100% due to multiple responses.)

Sixteen *percent* of those respondents who said that a police officer had behaved towards them in a way they considered unacceptable said they had complained about the incident. The remaining 84% of these respondents were asked why they had not done so. The main reason given was a belief that nothing would be done about their complaint (31%) followed by a belief that the complaint would not be taken seriously (24%, see Table 2). Only 3% of respondents said they did not know how to make a complaint.

Table 2: Reasons incident not complained about

Reason	Percentage
Felt nothing would be done about it	31%
Felt complaint would not be taken seriously	24%
Felt incident was not serious enough	18%
Could not be bothered	9%
Scared of police reprisals	6%
Didn't know how to complain	3%
Didn't want to make trouble for the police	3%
Other	6%

Making complaints against the police

All respondents were asked where they would go first of all to make a complaint against the police. Table 3 shows that respondents were most likely to say they would make a complaint at their local police station (44%), followed by to a solicitor (18%). Eleven *percent* said they would go to the Police Ombudsman to

make a complaint. These figures are similar to those found in the February 2003 Survey.

Table 3: Where respondents would go to make a complaint

Where respondents would go	Percentage
Local police station	44%
Solicitor	18%
Police Ombudsman	11%
MP/MLA	5%
Local politician e.g. councillor	5%
Citizens Advice Bureau	5%
Chief Constable of the PSNI	3%
Policing Board	2%
Other	0%
Don't know	3%
Wouldn't want to complain	3%

A larger proportion of Protestant respondents than of Catholic respondents said they would make their complaint at a police station (56% compared to 30%, see Table 4). Catholic respondents were over twice as likely as were Protestant respondents to say they would go to a solicitor about their complaint (27% compared to 12%). Respondents from Catholic and Protestant community backgrounds were equally likely to say they would go to the Police Ombudsman (11% and 10% respectively).

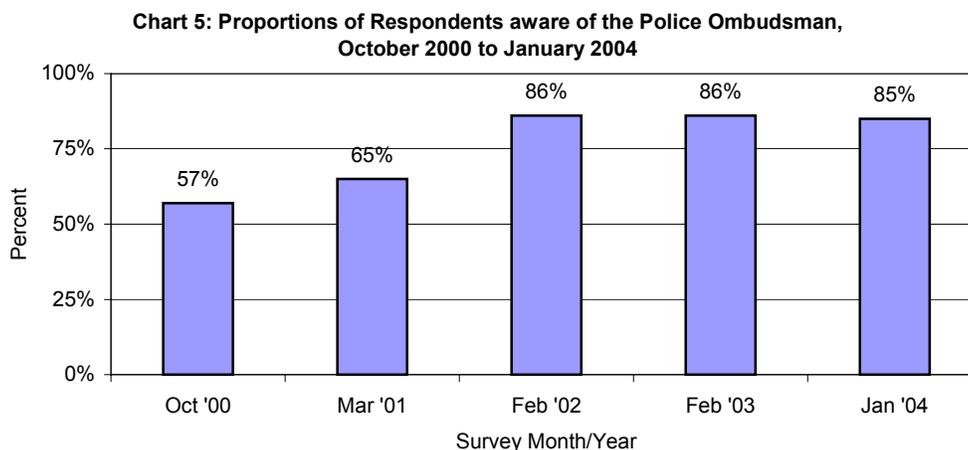
Table 4: Where respondents would go to make a complaint by Community Background

Where respondents would go	Community Background	
	Catholic	Protestant
Local police station	30%	56%
Solicitor	27%	12%
Police Ombudsman	11%	10%
MP/MLA	6%	4%
Local politician e.g. councillor	7%	4%
Citizens Advice Bureau	6%	4%
Chief Constable of the PSNI	3%	3%
Policing Board	3%	2%
Other	0%	0%
Don't know	4%	2%
Wouldn't want to complain	3%	2%

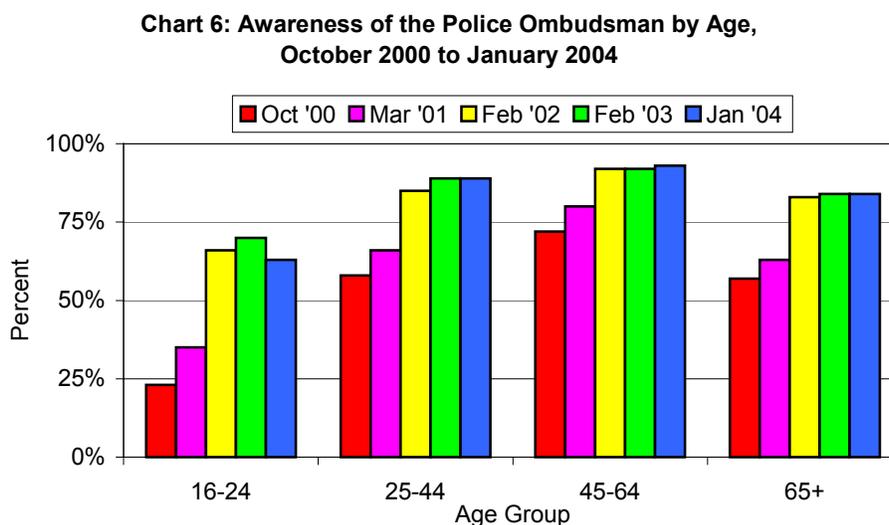
Awareness of the Police Ombudsman

Despite only 11% of respondents saying they would go first of all to the Police Ombudsman to make a complaint against the police, the proportion that said they had heard of the Police Ombudsman in January 2004 was 85%. This is a similar

proportion to those seen in previous surveys in 2002 and 2003 (see Chart 5). This levelling-off would seem to indicate that a maximum level of public awareness has been achieved.

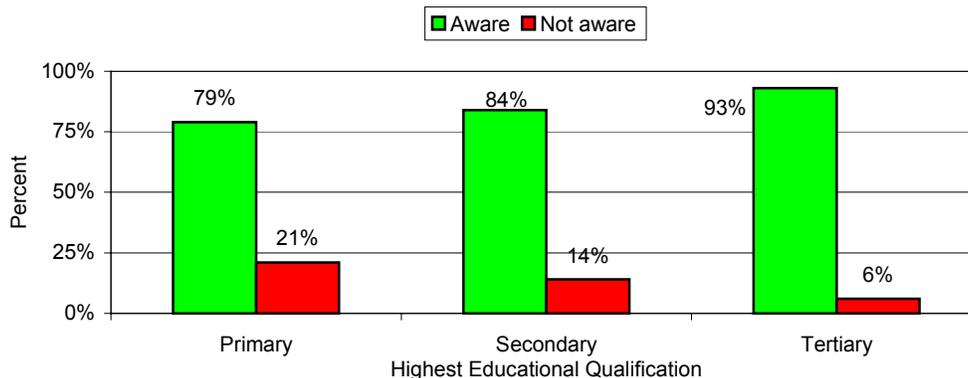


Protestant respondents were slightly more likely than were Catholic respondents to be aware of the Police Ombudsman (87% compared to 84%); this marginal difference is similar in magnitude and direction to those seen in previous surveys. Younger respondents (those aged 25) continue to demonstrate lower levels of awareness of the Police Ombudsman than do older respondents, and indeed there was a slight fall in awareness in this youngest age group from 70% in 2003 to 63% in 2004 (see Chart 6).



Awareness of the Police Ombudsman also varied by respondents' levels of educational attainment, with higher levels of attainment being associated with higher levels of awareness (see Chart 7).

Chart 7: Awareness of the Police Ombudsman by Level of Highest Educational Qualification, January 2004



When asked how they had heard about the Police Ombudsman, by far the most frequent source of information cited by respondents was television (93%, see Table 5). Most sources of information were quoted by larger proportions of respondents than in previous surveys, although there was no variation in their levels of occurrence relative to each other.

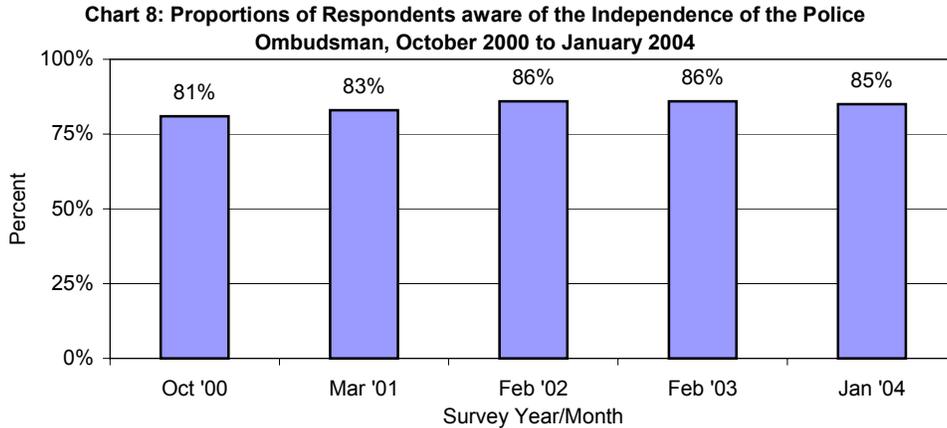
Table 5: Source of knowledge of the Police Ombudsman

Source of information	Survey Month/Year			
	Oct '00	Mar '01	Feb '02	Jan '04
Television	74%	82%	91%	93%
Newspaper/magazine	35%	49%	49%	56%
Radio	23%	31%	39%	44%
Word of mouth	8%	8%	10%	13%
Friends/family	4%	6%	8%	9%
Through work	-*	6%	6%	7%
Leaflet	3%	1%	4%	6%
Poster	1%	1%	2%	4%
Internet	-*	-*	-*	1%
Attended presentation	-*	-*	-*	1%
Other	3%	1%	1%	1%

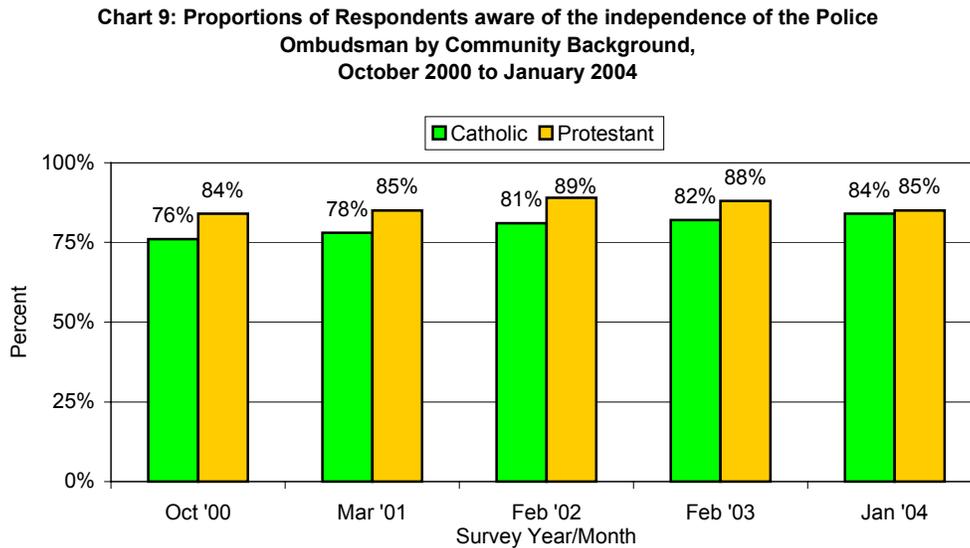
(Note: Percentages add to more than 100% due to multiple responses.

** Indicates that category was not available as an option in this Survey)*

The great majority (85%) of those respondents who had heard of the Police Ombudsman thought that it was independent of the police; 11% thought it was part of the police, and 4% did not know either way (see Chart 8). This figure has increased only slightly (from 81%) since the first survey of this nature was carried out in October 2000, suggesting that it has levelled out in the same way as has the figure for overall awareness.



Analysis of these data by respondents' community background shows that Protestant and Catholic respondents had similar levels of awareness of the independence of the Police Ombudsman (85% and 84% respectively, see Chart 9). This is the first occasion on which this has been found; in all the previous surveys carried out there was a higher level of awareness of the independence of the Police Ombudsman in Protestant respondents than in Catholic respondents.



Respondents who were aged between 45 and 64 were the most likely and those aged less than 25 the least likely to think that the Police Ombudsman was independent of the police (see Table 6). These results are similar to those of previous surveys

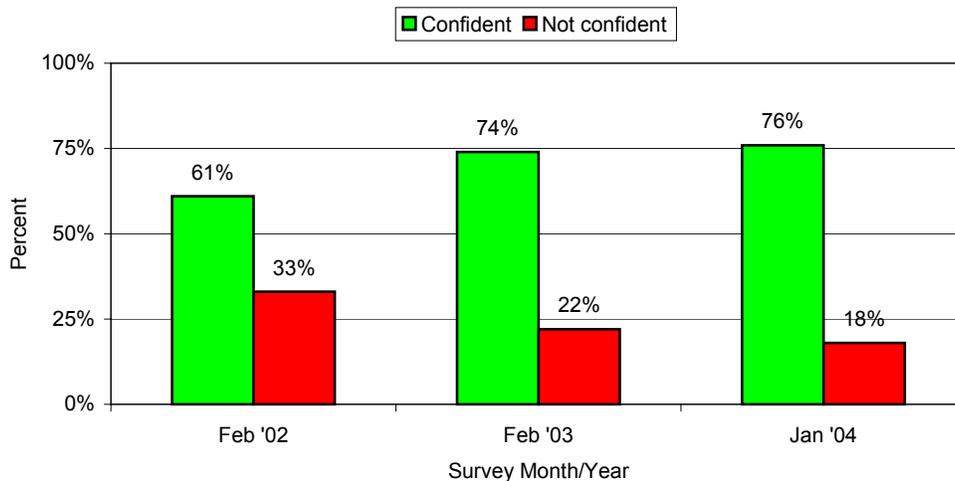
Table 6: Awareness of the Independence of the Police Ombudsman by Age Group

Independence of Police Ombudsman	Age Group			
	16-24	25-44	45-64	65+
Part of the Police	28%	11%	9%	7%
Independent of the Police	67%	86%	89%	88%
Don't know	6%	3%	3%	6%
Total	100%	100%	100%	100%

Impartiality of Investigation

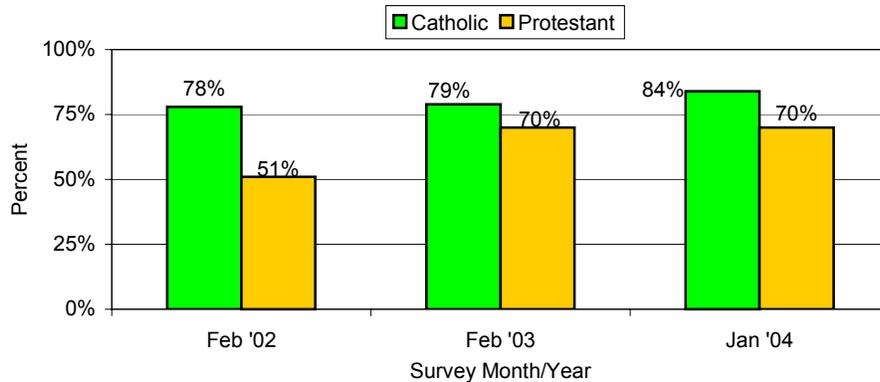
Overall, three quarters (76%) of respondents were fairly or very confident that the Police Ombudsman deals with complaints in an impartial way; 18% were not very or not at all confident that this was the case (see Chart 10). It can be seen that confidence in the impartiality of the Police Ombudsman investigations has risen from 61% in 2002.

Chart 10: Confidence in the impartiality of the Police Ombudsman's investigations, October 2000 to January 2004



In terms of respondents' community background, 84% of Catholics and 70% of Protestants were confident that the Police Ombudsman deals with complaints impartially. As can be seen from Chart 11, the proportion of Protestants feeling confident has risen from 51% in 2002; the proportion of Catholics feeling confident has risen from 79% in 2003 to 84% in 2004.

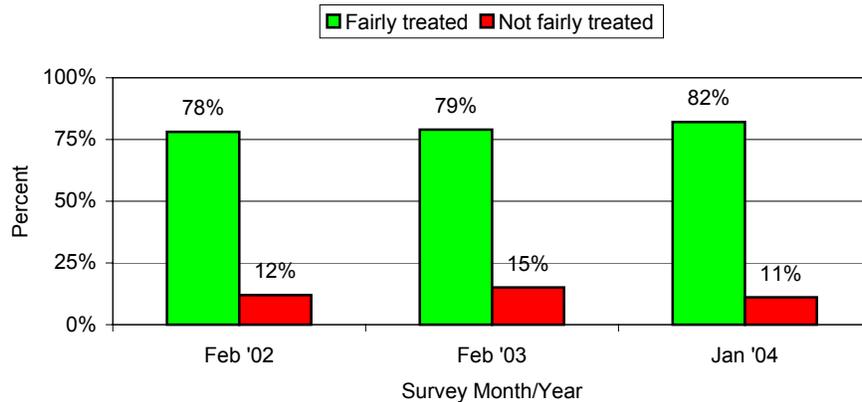
Chart 11: Proportions of respondents having confidence in the impartiality of the Police Ombudsman's investigations by Community Background, February 2002 to January 2004



Fairness and equality of treatment of complainants and police officers

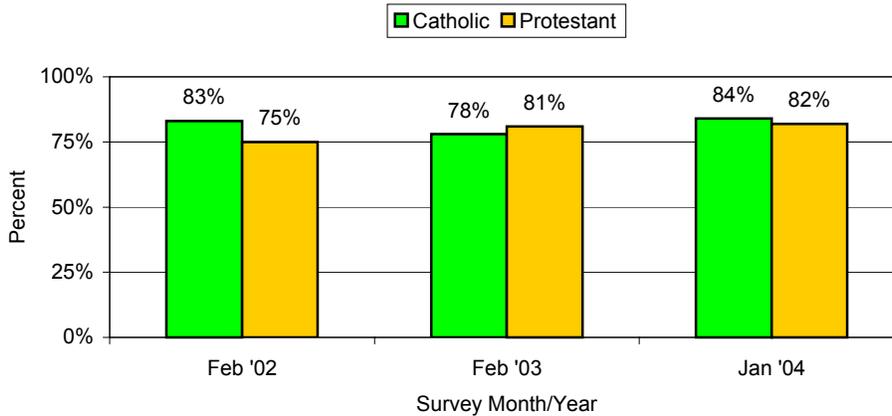
Respondents were asked whether they thought they would be fairly treated if they were to make a complaint against a police officer to the Police Ombudsman. Over four-fifths (82%) of respondents said that they thought this was the case, a marginally larger proportion than those seen in previous surveys (78% in 2002 and 79% in 2003, see Chart 12).

Chart 12: Fairness of treatment of complainant, February 2002 to January 2004



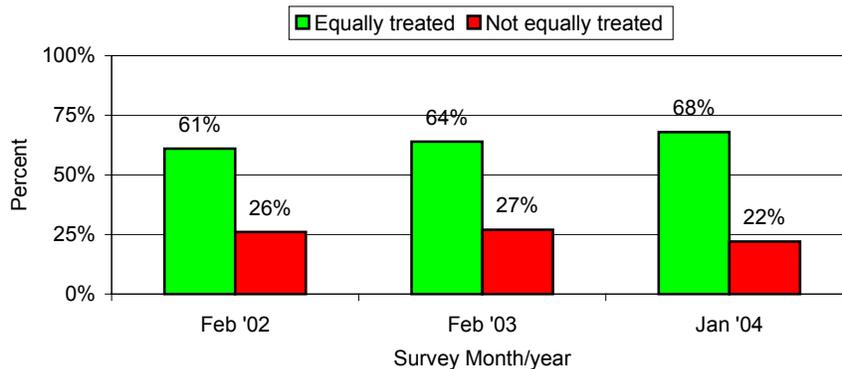
Analysing these data by respondents' community background, Chart 13 shows that similar proportions of Catholic and Protestant respondents (84% and 82% respectively) thought that they would be treated fairly by the Police Ombudsman if they were to make a complaint. The proportion of Protestant respondents of this view rose from 75% in 2002; the proportion of Catholic respondents of this view has rose from 78% in 2003.

Chart 13: Fairness of treatment of complainant by Community Background, February 2002 to January 2004



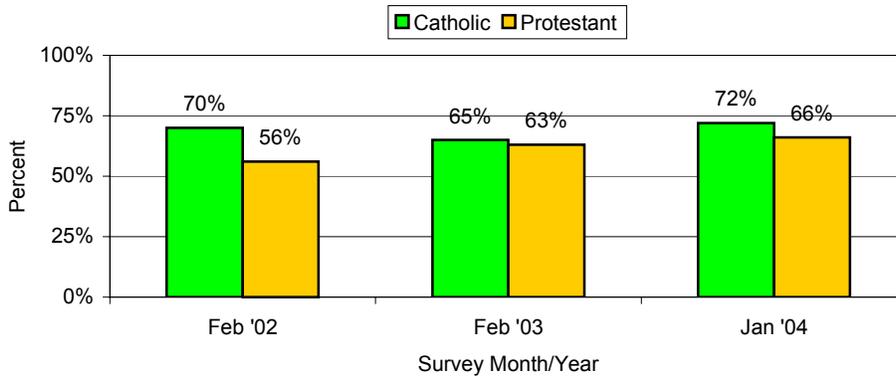
Respondents were then asked whether the Police Ombudsman treats the complainant and the police officer being complained about equally during the course of an investigation into a complaint. Overall just over two-thirds (68%) of respondents thought that the complainant and the police officer would receive equal treatment, a larger proportion than seen in previous surveys (61% in 2002 and 64% in 2003, see Chart 14).

Chart 14: Equality of treatment of complainant and police officer complained about, February 2002 to January 2004



Analysing these data by respondents' community background, Chart 15 shows a larger proportion of Catholic respondents than of Protestant respondents (72% compared to 66%) thought that the Police Ombudsman treats the complainant and the police officer being complained about equally. The proportion of Protestants of this view has risen from 56% in 2002; the proportion of Catholics of this view has risen from 65% in 2003 after falling from 70% in 2002.

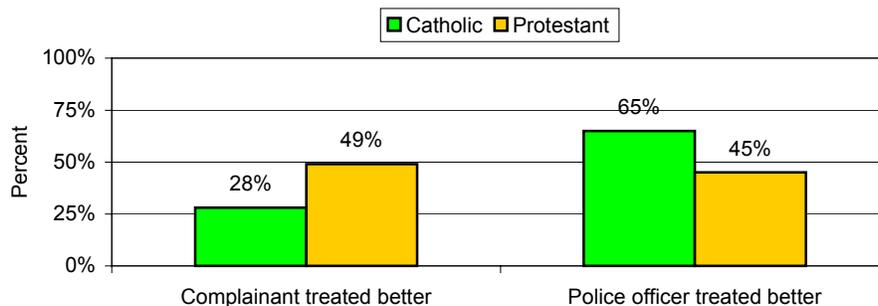
Chart 15: Equality of treatment of complainant and police officer complained about by Community Background, February 2002 to January 2004



Those respondents who said they thought there was not equal treatment of the complainant and the police officer being complained about were then asked whether they thought the Police Ombudsman treated the *complainant* better or the *police officer* being complained about better. A small majority (51%) of these respondents said they thought the police officer was treated better, while 40% said they thought the complainant was treated better; 8% said they didn't know which was treated better or refused to answer the question.

There was a significant difference between the two communities in their responses to this question. Thus Chart 16 shows that 65% of Catholic respondents thought the police officer being complained about would receive better treatment and 28% thought that the complainant would be treated better, while for Protestant respondents 45% thought the police officer being complained about would receive better treatment and 49% thought that the complainant would be treated better. This finding resembles those in previous years, although the magnitude of the differential has varied.

Chart 16: Whether complainant or police officer treated better by Community Background, 2004

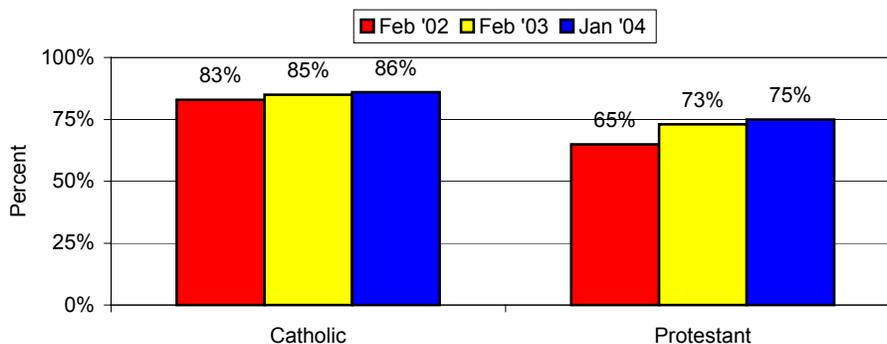


Effect of Police Ombudsman on policing

Respondents were asked whether they thought the Police Ombudsman would help ensure that the police in Northern Ireland do a good job. Overall 79% thought the Police Ombudsman would help (compared to 78% in 2003), while 16% said it would not do so (the same as in 2003); 6% said that they did not know either way (7% in 2003).

Chart 17 shows that 75% of Protestant respondents and 86% of Catholic respondents thought the Police Ombudsman would help the police do a good job; these proportions have both increased since February 2002.

Chart 17: Proportions of Catholic and Protestant respondents thinking that the Police Ombudsman would help the police do a good job, February 2002 to January 2004

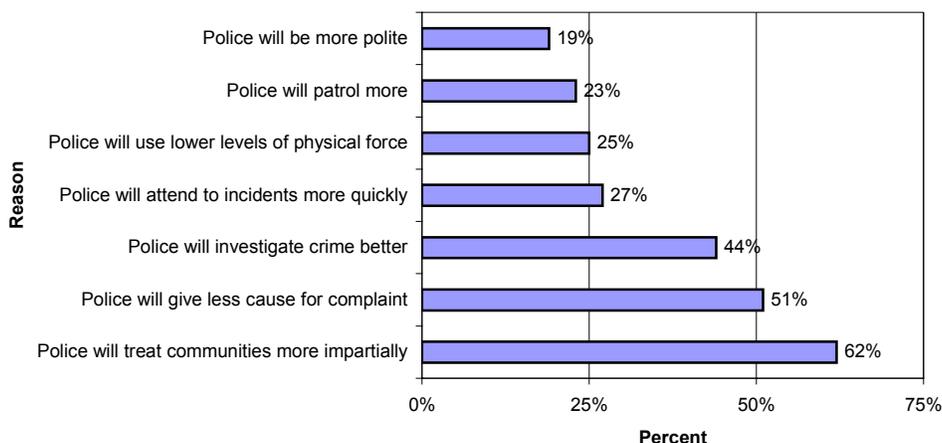


Those respondents who thought that the Police Ombudsman would help ensure that the police did a good job were asked in what way they thought this would come about. The three main reasons given by respondents were:

- The police will treat communities in Northern Ireland more impartially (62%).
- The police will give less cause for complaints from the public (51%).
- The police will investigate crime better (44%).

Although the proportions of respondents citing these reasons have increased slightly since the February 2003 survey, their relative ranking has not changed (see Chart 18).

Chart 18: Ways in which the Police Ombudsman will help ensure that the police do a good job, January 2004



It can be seen from Table 7 that the largest proportions of both Catholic and Protestant respondents (69% and 58% respectively) believed that the Police Ombudsman would help the police treat communities in Northern Ireland more impartially. More Catholic than Protestant respondents (53% compared to 47%) believed that the Police Ombudsman would help ensure that the police gave less cause for complaints from the public. Generally, Catholic respondents gave more reasons than did Protestant respondents for thinking that the Police Ombudsman would help ensure the police did a good job.

Table 7: In what way the police will do a good job because of the Police Ombudsman by Community Background

In what way the police will do a good job	Community Background	
	Catholic	Protestant
Police will treat communities in Northern Ireland more impartially	69%	58%
Police will give less cause for complaints from the public	53%	47%
Police will investigate crime better	47%	42%
Police will attend to incidents more quickly	30%	25%
Police will use lower levels of physical force	29%	22%
Police will patrol more	25%	23%
Police will be more polite	20%	19%
Other	1%	2%

(Note: Respondents could give more than one response so percentages add to more than 100% due to multiple responses.)

Appendix 1: Additional Tables

Question 1: Has a police officer ever behaved towards you in a way that you thought was unacceptable?

Appendix Table 1.1: Analysis by Age Group

Base = All person aged 16+	Age Group			
	<25	25-44	45-64	65+
No	78%	78%	82%	94%
Yes – once or twice	9%	14%	12%	5%
Yes – more than once or twice	13%	7%	5%	0%
DK/Refusal	-	1%	0%	1%

Appendix Table 1.2: Analysis by Gender

Base = All person aged 16+	Gender	
	Male	Female
No	75%	88%
Yes – once or twice	15%	8%
Yes – more than once or twice	9%	3%
DK/Refusal	0%	1%

Appendix Table 1.3: Analysis by Community Background

Base = All person aged 16+	Community Background	
	Catholic	Protestant
No	79%	85%
Yes – once or twice	11%	11%
Yes – more than once or twice	9%	4%
DK/Refusal	0%	0%

Appendix Table 1.4: Analysis by Highest Educational Qualification

Base = All person aged 16+	Highest Educational Qualification		
	Primary	Secondary	Tertiary
No	86%	82%	77%
Yes – once or twice	9%	12%	14%
Yes – more than once or twice	5%	7%	7%
DK/Refusal	0%	0%	1%

Appendix Table 1.5: Analysis by Area of Northern Ireland

Base = All person aged 16+	Area of Northern Ireland		
	Belfast	East	West
No	78%	86%	79%
Yes – once or twice	13%	10%	11%
Yes – more than once or twice	8%	4%	8%
DK/Refusal	0%	0%	1%

Appendix Table 1.6: Analysis by Urban/Rural area

Base = All person aged 16+	Urban/Rural Area	
	Urban	Rural
No	82%	83%
Yes – once or twice	12%	10%
Yes – more than once or twice	6%	6%
DK/Refusal	0%	1%

Appendix Table 1.7: Analysis by Employment Status

Base = All person aged 16+	Employment Status	
	In paid employment	Not in paid employment
No	78%	88%
Yes – once or twice	14%	8%
Yes – more than once or twice	8%	3%
DK/Refusal	0%	0%

Questions 2, 3 and 4: Base numbers too small for meaningful analysis

Question 5: If you wanted to make a complaint against the police, where would you go first of all?

Appendix Table 5.1: Analysis by Age Group

Base = All person aged 16+	Age Group			
	<25	25-44	45-64	65+
Local police station	39%	40%	47%	51%
Solicitor	25%	19%	16%	14%
Police Ombudsman	5%	16%	12%	6%
MP/MLA	3%	5%	5%	5%
Local politician e.g. councillor	7%	4%	5%	7%
Citizens Advice Bureau	7%	5%	3%	5%
Chief Constable of the PSNI	2%	3%	5%	4%
Policing Board	6%	2%	2%	0%
Other	1%	0%	0%	0%
Don't know	2%	3%	3%	4%
Wouldn't want to complain	3%	2%	3%	4%

Appendix Table 5.2: Analysis by Gender

Base = All person aged 16+	Gender	
	Male	Female
Local police station	44%	45%
Solicitor	20%	17%
Police Ombudsman	11%	12%
MP/MLA	4%	5%
Local politician e.g. councillor	6%	4%
Citizens Advice Bureau	4%	5%
Chief Constable of the PSNI	4%	3%
Policing Board	2%	3%
Other	0%	1%
Don't know	2%	3%
Wouldn't want to complain	2%	3%

Appendix Table 5.3: Analysis by Community Background

See Table 4 in text

Appendix Table 5.4: Analysis by Highest Educational Qualification

Base = All person aged 16+	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Local police station	49%	45%	37%
Solicitor	17%	19%	18%
Police Ombudsman	6%	11%	19%
MP/MLA	6%	4%	5%
Local politician e.g. councillor	5%	5%	5%
Citizens Advice Bureau	4%	6%	4%
Chief Constable of the PSNI	3%	3%	5%
Policing Board	2%	2%	3%
Other	0%	0%	0%
Don't know	5%	2%	2%
Wouldn't want to complain	4%	3%	2%

Appendix Table 5.5: Analysis by Area of Northern Ireland

Base = All person aged 16+	Area of Northern Ireland		
	Belfast	East	West
Local police station	49%	50%	35%
Solicitor	17%	15%	22%
Police Ombudsman	10%	13%	9%
MP/MLA	5%	4%	6%
Local politician e.g. councillor	7%	3%	7%
Citizens Advice Bureau	3%	5%	4%
Chief Constable of the PSNI	2%	3%	5%
Policing Board	1%	3%	2%
Other	-	0%	1%
Don't know	2%	2%	5%
Wouldn't want to complain	3%	1%	5%

Appendix Table 5.6: Analysis by Urban/Rural area

Base = All person aged 16+	Urban/Rural Area	
	Urban	Rural
Local police station	46%	42%
Solicitor	17%	19%
Police Ombudsman	11%	11%
MP/MLA	5%	4%
Local politician e.g. councillor	4%	6%
Citizens Advice Bureau	5%	4%
Chief Constable of the PSNI	3%	5%
Policing Board	2%	3%
Other	0%	0%
Don't know	3%	3%
Wouldn't want to complain	3%	3%

Appendix Table 5.7: Analysis by Employment Status

Base = All person aged 16+	Employment Status	
	In paid employment	Not in paid employment
Local police station	43%	46%
Solicitor	20%	15%
Police Ombudsman	14%	8%
MP/MLA	4%	7%
Local politician e.g. councillor	4%	7%
Citizens Advice Bureau	5%	4%
Chief Constable of the PSNI	4%	4%
Policing Board	2%	2%
Other	0%	0%
Don't know	2%	4%
Wouldn't want to complain	3%	4%

Question 6: Have you heard of the Police Ombudsman for Northern Ireland?

Appendix Table 6.1: Analysis by Age Group

Base = All person aged 16+	Age Group			
	<25	25-44	45-64	65+
Yes	63%	89%	93%	84%
No	37%	11%	7%	15%
DK/Refusal	-	1%	0%	0%

Appendix Table 6.2: Analysis by Gender

Base = All person aged 16+	Gender	
	Male	Female
Yes	86%	84%
No	14%	15%
DK/Refusal	0%	1%

Appendix Table 6.3: Analysis by Community Background

Base = All person aged 16+	Community Background	
	Catholic	Protestant
Yes	84%	87%
No	16%	13%
DK/Refusal	-	0%

Appendix Table 6.4: Analysis by Highest Educational Qualification

Base = All person aged 16+	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Yes	79%	86%	93%
No	21%	14%	6%
DK/Refusal	0%	0%	1%

Appendix Table 6.5: Analysis by Area of Northern Ireland

Base = All person aged 16+	Area of Northern Ireland		
	Belfast	East	West
Yes	87%	90%	79%
No	13%	10%	20%
DK/Refusal	0%	0%	1%

Appendix Table 6.6: Analysis by Urban/Rural area

Base = All person aged 16+	Urban/Rural Area	
	Urban	Rural
Yes	85%	86%
No	15%	14%
DK/Refusal	0%	1%

Appendix Table 6.7: Analysis by Employment Status

Base = All person aged 16+	Employment Status	
	In paid employment	Not in paid employment
Yes	90%	83%
No	10%	16%
DK/Refusal	0%	0%

Question 7: How did you hear of the Police Ombudsman for Northern Ireland?

Appendix Table 7.1: Analysis by Age Group

Base = All those who had heard of the Police Ombudsman	Age Group			
	<25	25-44	45-64	65+
Television	86%	92%	95%	94%
Newspaper/magazine	40%	54%	59%	61%
Radio	30%	46%	46%	43%
Word of mouth	21%	15%	11%	9%
Friends/family	16%	11%	7%	6%
Through work	6%	11%	7%	3%
Leaflet	9%	7%	6%	2%
Poster	6%	6%	4%	1%
Internet	2%	1%	1%	-
Attended presentation	3%	1%	1%	1%
Other	7%	0%	1%	-

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

Appendix Table 7.2: Analysis by Gender

Base = All those who had heard of the Police Ombudsman	Gender	
	Male	Female
Television	94%	92%
Newspaper/magazine	61%	51%
Radio	49%	39%
Word of mouth	12%	14%
Friends/family	8%	11%
Through work	7%	8%
Leaflet	5%	7%
Poster	3%	5%
Internet	0%	2%
Attended presentation	2%	1%
Other	1%	1%

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

Appendix Table 7.3: Analysis by Community Background

Base = All those who had heard of the Police Ombudsman	Community Background	
	Catholic	Protestant
Television	94%	92%
Newspaper/magazine	55%	56%
Radio	44%	43%
Word of mouth	11%	14%
Friends/family	9%	9%
Through work	7%	7%
Leaflet	7%	5%
Poster	5%	3%
Internet	1%	1%
Attended presentation	1%	2%
Other	2%	1%

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

Appendix Table 7.4: Analysis by Highest Educational Qualification

Base = All those who had heard of the Police Ombudsman	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Television	96%	92%	91%
Newspaper/magazine	49%	55%	65%
Radio	38%	42%	52%
Word of mouth	10%	15%	13%
Friends/family	6%	11%	10%
Through work	1%	8%	12%
Leaflet	2%	8%	9%
Poster	3%	3%	6%
Internet	0%	1%	1%
Attended presentation	-	2%	2%
Other	-	2%	1%

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

Appendix Table 7.5: Analysis by Area of Northern Ireland

Base = All those who had heard of the Police Ombudsman	Area of Northern Ireland		
	Belfast	East	West
Television	93%	92%	94%
Newspaper/magazine	59%	57%	53%
Radio	44%	45%	41%
Word of mouth	16%	13%	12%
Friends/family	14%	9%	8%
Through work	10%	8%	6%
Leaflet	11%	7%	4%
Poster	7%	3%	4%
Internet	3%	1%	1%
Attended presentation	4%	1%	1%
Other	-	2%	1%

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

Appendix Table 7.6: Analysis by Urban/Rural area

Base = All those who had heard of the Police Ombudsman	Urban/Rural Area	
	Urban	Rural
Television	93%	93%
Newspaper/magazine	56%	56%
Radio	44%	43%
Word of mouth	15%	10%
Friends/family	11%	8%
Through work	7%	7%
Leaflet	6%	7%
Poster	5%	3%
Internet	1%	1%
Attended presentation	2%	1%
Other	0%	2%

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

Appendix Table 7.7: Analysis by Employment Status

Base = All those who had heard of the Police Ombudsman	Employment Status	
	In paid employment	Not in paid employment
Television	91%	96%
Newspaper/magazine	56%	57%
Radio	47%	40%
Word of mouth	14%	12%
Friends/family	9%	9%
Through work	11%	3%
Leaflet	7%	5%
Poster	5%	3%
Internet	1%	1%
Attended presentation	2%	1%
Other	1%	0%

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

Question 8: Do you think the Police Ombudsman for Northern Ireland is part of the police or independent of the police?

Appendix Table 8.1: Analysis by Age Group

Base = All those who had heard of the Police Ombudsman	Age Group			
	<25	25-44	45-64	65+
Part of the police	28%	11%	9%	7%
Independent of the police	67%	86%	89%	88%
Don't know	6%	3%	3%	6%
Refusal	-	-	-	0%

Appendix Table 8.2: Analysis by Gender

Base = All those who had heard of the Police Ombudsman	Gender	
	Male	Female
Part of the police	12%	10%
Independent of the police	86%	85%
Don't know	2%	5%
Refusal	-	-

Appendix Table 8.3: Analysis by Community Background

Base = All those who had heard of the Police Ombudsman	Community Background	
	Catholic	Protestant
Part of the police	12%	11%
Independent of the police	84%	85%
Don't know	4%	4%
Refusal	-	-

Appendix Table 8.4: Analysis by Highest Educational Qualification

Base = All those who had heard of the Police Ombudsman	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Part of the police	14%	13%	6%
Independent of the police	80%	84%	92%
Don't know	6%	3%	2%
Refusal	-	0%	-

Appendix Table 8.5: Analysis by Area of Northern Ireland

Base = All those who had heard of the Police Ombudsman	Area of Northern Ireland		
	Belfast	East	West
Part of the police	13%	10%	12%
Independent of the police	81%	88%	83%
Don't know	6%	2%	6%
Refusal	0%	-	-

Appendix Table 8.6: Analysis by Urban/Rural area

Base = All those who had heard of the Police Ombudsman	Urban/Rural Area	
	Urban	Rural
Part of the police	12%	10%
Independent of the police	85%	86%
Don't know	4%	4%
Refusal	0%	-

Appendix Table 8.7: Analysis by Employment Status

Base = All those who had heard of the Police Ombudsman	Employment Status	
	In paid employment	Not in paid employment
Part of the police	11%	10%
Independent of the police	86%	84%
Don't know	3%	5%
Refusal	-	0%

Question 9: How confident are you that the Police Ombudsman for Northern Ireland deals with complaints against the police in an impartial way?

Appendix Table 9.1: Analysis by Age Group

Base = All those who had heard of the Police Ombudsman	Age Group			
	<25	25-44	45-64	65+
Very confident	14%	17%	25%	17%
Fairly confident	56%	62%	52%	57%
Not very confident	22%	12%	13%	14%
Not at all confident	3%	4%	4%	3%
Don't know	3%	5%	6%	8%
Refusal	1%	-	-	0%

Appendix Table 9.2: Analysis by Gender

Base = All those who had heard of the Police Ombudsman	Gender	
	Male	Female
Very confident	21%	19%
Fairly confident	53%	59%
Not very confident	16%	13%
Not at all confident	5%	3%
Don't know	5%	6%
Refusal	-	1%

Appendix Table 9.3: Analysis by Community Background

Base = All those who had heard of the Police Ombudsman	Community Background	
	Catholic	Protestant
Very confident	29%	14%
Fairly confident	55%	56%
Not very confident	10%	18%
Not at all confident	1%	6%
Don't know	5%	5%
Refusal	-	-

Appendix Table 9.4: Analysis by Highest Educational Qualification

Base = All those who had heard of the Police Ombudsman	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Very confident	19%	19%	22%
Fairly confident	55%	57%	57%
Not very confident	14%	15%	12%
Not at all confident	5%	3%	4%
Don't know	7%	5%	5%
Refusal	-	1%	-

Appendix Table 9.5: Analysis by Area of Northern Ireland

Base = All those who had heard of the Police Ombudsman	Area of Northern Ireland		
	Belfast	East	West
Very confident	24%	16%	23%
Fairly confident	50%	60%	54%
Not very confident	15%	15%	12%
Not at all confident	7%	3%	5%
Don't know	4%	5%	6%
Refusal	0%	1%	-

Appendix Table 9.6: Analysis by Urban/Rural area

Base = All those who had heard of the Police Ombudsman	Urban/Rural Area	
	Urban	Rural
Very confident	19%	20%
Fairly confident	58%	55%
Not very confident	14%	15%
Not at all confident	4%	4%
Don't know	5%	6%
Refusal	0%	1%

Appendix Table 9.7: Analysis by Employment Status

Base = All those who had heard of the Police Ombudsman	Employment Status	
	In paid employment	Not in paid employment
Very confident	20%	18%
Fairly confident	55%	59%
Not very confident	15%	12%
Not at all confident	5%	3%
Don't know	5%	7%
Refusal	-	1%

Question 10: If you were to make a complaint against a police officer to the Police Ombudsman, do you think that you would be treated fairly?

Appendix Table 10.1: Analysis by Age Group

Base = All those who had heard of the Police Ombudsman	Age Group			
	<25	25-44	45-64	65+
Yes	72%	83%	86%	82%
No	25%	11%	6%	10%
Don't know	2%	6%	7%	8%
Refusal	-	-	-	0%

Appendix Table 10.2: Analysis by Gender

Base = All those who had heard of the Police Ombudsman	Gender	
	Male	Female
Yes	83%	82%
No	12%	11%
Don't know	5%	7%
Refusal	-	0%

Appendix Table 10.3: Analysis by Community Background

Base = All those who had heard of the Police Ombudsman	Community Background	
	Catholic	Protestant
Yes	84%	82%
No	11%	11%
Don't know	5%	7%
Refusal	-	0%

Appendix Table 10.4: Analysis by Highest Educational Qualification

Base = All those who had heard of the Police Ombudsman	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Yes	77%	82%	90%
No	14%	13%	6%
Don't know	9%	6%	4%
Refusal	-	0%	-

Appendix Table 10.5: Analysis by Area of Northern Ireland

Base = All those who had heard of the Police Ombudsman	Area of Northern Ireland		
	Belfast	East	West
Yes	76%	84%	83%
No	16%	10%	11%
Don't know	8%	6%	6%
Refusal	0%	-	-

Appendix Table 10.6: Analysis by Urban/Rural area

Base = All those who had heard of the Police Ombudsman	Urban/Rural Area	
	Urban	Rural
Yes	82%	83%
No	12%	10%
Don't know	5%	7%
Refusal	0%	-

Appendix Table 10.7: Analysis by Employment Status

Base = All those who had heard of the Police Ombudsman	Employment Status	
	In paid employment	Not in paid employment
Yes	83%	82%
No	11%	10%
Don't know	6%	8%
Refusal	-	0%

Question 11: During an investigation by the Police Ombudsman into a complaint against a police officer, do you think the person making the complaint and the police officer being complained about are treated equally?

Appendix Table 11.1: Analysis by Age Group

Base = All those who had heard of the Police Ombudsman	Age Group			
	<25	25-44	45-64	65+
Yes	55%	68%	72%	70%
No	43%	24%	18%	15%
Don't know	2%	8%	10%	9%
Refusal	-	-	-	0%

Appendix Table 11.2: Analysis by Gender

Base = All those who had heard of the Police Ombudsman	Gender	
	Male	Female
Yes	68%	69%
No	24%	20%
Don't know	8%	11%
Refusal	-	0%

Appendix Table 11.3: Analysis by Community Background

Base = All those who had heard of the Police Ombudsman	Community Background	
	Catholic	Protestant
Yes	72%	66%
No	20%	24%
Don't know	9%	9%
Refusal	-	0%

Appendix Table 11.4: Analysis by Highest Educational Qualification

Base = All those who had heard of the Police Ombudsman	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Yes	69%	66%	71%
No	19%	25%	21%
Don't know	12%	8%	8%
Refusal	-	0%	-

Appendix Table 11.5: Analysis by Area of Northern Ireland

Base = All those who had heard of the Police Ombudsman	Area of Northern Ireland		
	Belfast	East	West
Yes	66%	70%	68%
No	24%	22%	22%
Don't know	10%	9%	10%
Refusal	0%	-	-

Appendix Table 11.6: Analysis by Urban/Rural area

Base = All those who had heard of the Police Ombudsman	Urban/Rural Area	
	Urban	Rural
Yes	70%	66%
No	21%	24%
Don't know	9%	10%
Refusal	0%	-

Appendix Table 11.7: Analysis by Employment Status

Base = All those who had heard of the Police Ombudsman	Employment Status	
	In paid employment	Not in paid employment
Yes	68%	69%
No	25%	19%
Don't know	7%	12%
Refusal	-	0%

Question 12: Do you think the Police Ombudsman treats the person making the complaint better or the police officer being complained about better?

Appendix Table 12.1: Analysis by Age Group

Base numbers too small for meaningful analysis

Appendix Table 12.2: Analysis by Gender

Base = All those who answered "No" at Question 11	Gender	
	Male	Female
Treats the complainant much better	27%	19%
Treats the complainant slightly better	10%	25%
Treats the police officer slightly better	41%	40%
Treats the police officer much better	15%	8%
Don't know	7%	5%
Refusal	1%	3%

Appendix Table 12.3: Analysis by Community Background

Base = All those who answered "No" at Question 11	Community Background	
	Catholic	Protestant
Treats the complainant much better	8%	32%
Treats the complainant slightly better	20%	17%
Treats the police officer slightly better	46%	40%
Treats the police officer much better	20%	5%
Don't know	6%	6%
Refusal	-	-

Appendix Table 12.4: Analysis by Highest Educational Qualification

Base numbers too small for meaningful analysis

Appendix Table 12.5: Analysis by Area of Northern Ireland

Base numbers too small for meaningful analysis

Appendix Table 12.6: Analysis by Urban/Rural area

Base = All those who answered "No" at Question 11	Urban/Rural Area	
	Urban	Rural
Treats the complainant much better	27%	21%
Treats the complainant slightly better	13%	24%
Treats the police officer slightly better	44%	34%
Treats the police officer much better	12%	11%
Don't know	4%	8%
Refusal	-	2%

Appendix Table 12.7: Analysis by Employment Status

Base = All those who answered "No" at Question 11	Employment Status	
	In paid employment	Not in paid employment
Treats the complainant much better	23%	27%
Treats the complainant slightly better	16 [^]	19%
Treats the police officer slightly better	39%	35%
Treats the police officer much better	13%	12%
Don't know	8%	6%
Refusal	1%	1%

Question 13: Do you think that the Police Ombudsman for Northern Ireland will help ensure that the police do a good job?

Appendix Table 13.1: Analysis by Age Group

Base = All those who had heard of the Police Ombudsman	Age Group			
	<25	25-44	45-64	65+
Yes	77%	80%	81%	77%
No	17%	15%	12%	16%
Don't know	6%	5%	7%	7%
Refusal	-	-	-	0%

Appendix Table 13.2: Analysis by Gender

Base = All those who had heard of the Police Ombudsman	Gender	
	Male	Female
Yes	80%	79%
No	15%	14%
Don't know	5%	7%
Refusal	-	0%

Appendix Table 13.3: Analysis by Community Background

Base = All those who had heard of the Police Ombudsman	Community Background	
	Catholic	Protestant
Yes	86%	75%
No	9%	18%
Don't know	5%	7%
Refusal	-	0%

Appendix Table 13.4: Analysis by Highest Educational Qualification

Base = All those who had heard of the Police Ombudsman	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Yes	77%	81%	81%
No	15%	14%	15%
Don't know	8%	5%	4%
Refusal	-	0%	-

Appendix Table 13.5: Analysis by Area of Northern Ireland

Base = All those who had heard of the Police Ombudsman	Area of Northern Ireland		
	Belfast	East	West
Yes	74%	78%	84%
No	15%	18%	10%
Don't know	10%	4%	6%
Refusal	0%	-	-

Appendix Table 13.6: Analysis by Urban/Rural area

Base = All those who had heard of the Police Ombudsman	Urban/Rural Area	
	Urban	Rural
Yes	79%	80%
No	15%	14%
Don't know	6%	6%
Refusal	0%	-

Appendix Table 13.7: Analysis by Employment Status

Base = All those who had heard of the Police Ombudsman	Employment Status	
	In paid employment	Not in paid employment
Yes	79%	81%
No	16%	13%
Don't know	6%	6%
Refusal	-	0%

Question 14: In what way do you think the police will do a good job because of the Police Ombudsman?

Appendix Table 14.1: Analysis by Age Group

Base = All those who answered "Yes" at Question 13	Age Group			
	<25	25-44	45-64	65+
Police will be more polite	25%	16%	22%	19%
Police will attend to incidents more quickly	27%	26%	27%	25%
Police will treat communities more impartially	58%	62%	63%	59%
Police will investigate crime better	40%	42%	46%	47%
Police will use lower levels of physical force	36%	27%	23%	19%
Police will patrol more	28%	22%	24%	24%
Police will give less cause for complaint	34%	58%	53%	40%
Other	1%	3%	2%	1%
Don't know	1%	2%	1%	3%

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

Appendix Table 14.2: Analysis by Gender

Base = All those who answered "Yes" at Question 13	Gender	
	Male	Female
Police will be more polite	20%	19%
Police will attend to incidents more quickly	25%	28%
Police will treat communities more impartially	61%	62%
Police will investigate crime better	40%	47%
Police will use lower levels of physical force	23%	26%
Police will patrol more	21%	25%
Police will give less cause for complaint	54%	48%
Other	4%	1%
Don't know	1%	3%

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

Appendix Table 14.3: Analysis by Community Background

See Table 7 in text

Appendix Table 14.4: Analysis by Highest Educational Qualification

Base = All those who answered "Yes" at Question 13	Highest Educational Qualification		
	Primary	Secondary	Tertiary
Police will be more polite	22%	20%	17%
Police will attend to incidents more quickly	33%	25%	22%
Police will treat communities more impartially	53%	66%	65%
Police will investigate crime better	42%	45%	43%
Police will use lower levels of physical force	22%	28%	23%
Police will patrol more	25%	25%	20%
Police will give less cause for complaint	45%	53%	55%
Other	1%	1%	5%
Don't know	2%	2%	1%

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

Appendix Table 14.5: Analysis by Area of Northern Ireland

Base = All those who answered "Yes" at Question 13	Area of Northern Ireland		
	Belfast	East	West
Police will be more polite	16%	18%	23%
Police will attend to incidents more quickly	23%	24%	31%
Police will treat communities more impartially	60%	61%	63%
Police will investigate crime better	31%	45%	47%
Police will use lower levels of physical force	26%	24%	26%
Police will patrol more	17%	23%	26%
Police will give less cause for complaint	46%	52%	51%
Other	4%	2%	2%
Don't know	2%	3%	0%

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

Appendix Table 14.6: Analysis by Urban/Rural area

Base = All those who answered "Yes" at Question 13	Urban/Rural Area	
	Urban	Rural
Police will be more polite	19%	20%
Police will attend to incidents more quickly	25%	29%
Police will treat communities more impartially	61%	62%
Police will investigate crime better	41%	47%
Police will use lower levels of physical force	25%	25%
Police will patrol more	24%	23%
Police will give less cause for complaint	52%	50%
Other	3%	2%
Don't know	2%	2%

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

Appendix Table 14.7: Analysis by Employment Status

Base = All those who answered "Yes" at Question 13	Employment Status	
	In paid employment	Not in paid employment
Police will be more polite	21%	17%
Police will attend to incidents more quickly	26%	28%
Police will treat communities more impartially	63%	59%
Police will investigate crime better	42%	46%
Police will use lower levels of physical force	26%	20%
Police will patrol more	22%	26%
Police will give less cause for complaint	56%	44%
Other	3%	1%
Don't know	1%	2%

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

Appendix 2: Survey Questions

1. Has a police officer ever behaved towards you in a way that you thought was unacceptable?
 - Yes – once or twice -> Q2
 - Yes – more than once or twice -> Q2
 - No -> Q5
 - Don't know/refused/no answer -> Q5

2. (If Yes at 1) Thinking about the most recent incident, what did the police officer do that you thought was unacceptable? (Code all that apply)
 - The officer was violent to you (for example, pushed or struck you)
 - The officer was disrespectful or impolite to you
 - The officer swore at you
 - The officer used sectarian, racist or sexist language when dealing with you
 - The officer didn't do his/her duty properly (for example, by not investigating a crime properly or not responding to a call)
 - The officer harassed you
 - The officer didn't follow proper procedures
 - The officer stopped you or searched you without reason
 - The officer searched your house without reason
 - The officer said you had done something you hadn't
 - The officer took an item of your property
 - The officer discriminated against you (for example, because of your race, gender, age or religion)
 - Other (specify)
 - Don't know/refused/no answer -> Q3

3. (If Yes at 1) Thinking about the most recent incident, did you make a complaint about this to the police?
 - Yes -> Q5
 - No -> Q4
 - Don't know/refused/no answer -> Q5

4. (If No at 3) What was the main reason why you didn't make a complaint about this? (Code one reason only)
 - Felt police wouldn't take it seriously
 - Felt police wouldn't do anything about it
 - Incident was not serious enough
 - Couldn't be bothered
 - Scared of police reprisals
 - Didn't want to make trouble for the police
 - Forgot
 - Didn't know how to complain about police behaviour
 - Other (specify)
 - Don't know/refused/no answer -> Q5

5. If you wanted to make a complaint against the police, where would you go first of all? (Code one only)
- Local police station
 - A solicitor
 - The Chief Constable of the PSNI
 - Your MP/MLA
 - A local politician (for example, Councillor)
 - The Citizens' Advice Bureau
 - The Policing Board
 - The Police Ombudsman
 - Wouldn't make a complaint
 - Other (specify)
 - Don't know/refused/no answer -> Q6
6. Have you head of the Police Ombudsman for Northern Ireland?
- Yes -> Q7
 - No -> END
 - Don't know/refused/no answer -> END
7. (If Yes at 6) How did you hear of the Police Ombudsman for Northern Ireland? (Code all that apply)
- Television
 - Radio
 - Newspaper/Magazine
 - Through work
 - Word of mouth
 - Friends/family
 - Internet
 - Leaflets
 - Posters
 - Attended a presentation about the Police Ombudsman
 - Other (specify)
 - Don't know/refused/no answer -> Q8
8. Do you think the Police Ombudsman for Northern Ireland is part of the police or independent of the police?
- Part of the police -> Q9
 - Independent of the police -> Q9
 - Don't know/refused/no answer -> Q9
9. How confident are you that the Police Ombudsman for Northern Ireland deals with complaints against the police in an impartial way?
- Very confident -> Q10
 - Fairly confident -> Q10
 - Not very confident -> Q10

Not at all confident -> Q10
Don't know/refused/no answer -> Q10

10. If you were to make a complaint against a police officer to the Police Ombudsman, do you think that you would be treated fairly?

Yes -> Q11
No -> Q11
Don't know/refused/no answer -> Q11

11. During an investigation by the Police Ombudsman into a complaint against a police officer, do you think the person making the complaint and the police officer being complained about are treated equally?

Yes -> Q13
No -> Q12
Don't know/refused/no answer -> Q13

12. Do you think the Police Ombudsman treats the person making the complaint better or the police officer being complained about better?

Treats the person making the complaint much better -> Q13
Treats the person making the complaint slightly better -> Q13
Treats the police officer being complained about slightly better -> Q13
Treats the police officer being complained about much better -> Q13
Don't know/refused/no answer -> Q13

13. Do you think that the Police Ombudsman for Northern Ireland will help ensure that the police do a good job?

Yes -> Q14
No -> END
Don't know/refused/no answer -> END

14. In what way do you think the police will do a good job because of the Police Ombudsman? (Code all that apply)

The police will be more polite
The police will attend to incidents more quickly
The police will treat all communities in Northern Ireland more impartially
The police will investigate crime better
The police will use less physical force
The police will patrol more
The police will give less cause for complaints from the public
Other
Don't know/refused/no answer -> END