

PCCS

Police Complaints Commissioner
for Scotland

Accessing Complaints Handling- Perceptions

Research Findings

Fiona Forster

6th October 2009

Our Terms of Engagement

Vast majority of people have a satisfactory experience with police

- Scale and reach of policing inevitably means problems occur

Everyone with a problem about an aspect of police services that they've used or come into contact with;

- Knows how to complain
- Is confident in the independence of PCCS

Shared Agenda

- We need to understand people's perceptions and views.



Accessibility and Awareness of Complainers-2 groups

Currently we respond and react to people who complain (Group A)

- To police 4854 in 2008-9
- To PCCS 350

Those with a problem or issue who don't formally engage in the process (Group B)

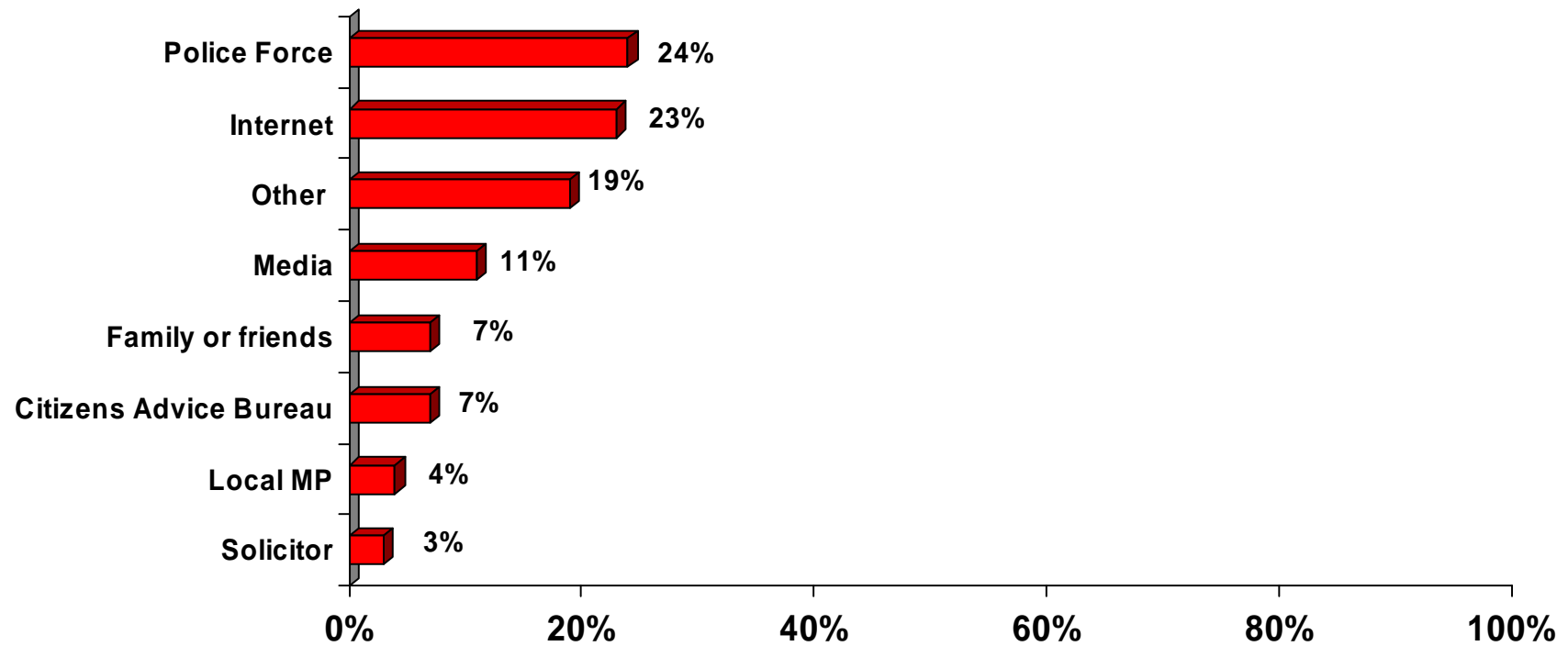
- Estimate sized 200,000-400,000

What we've learned from surveys and research .

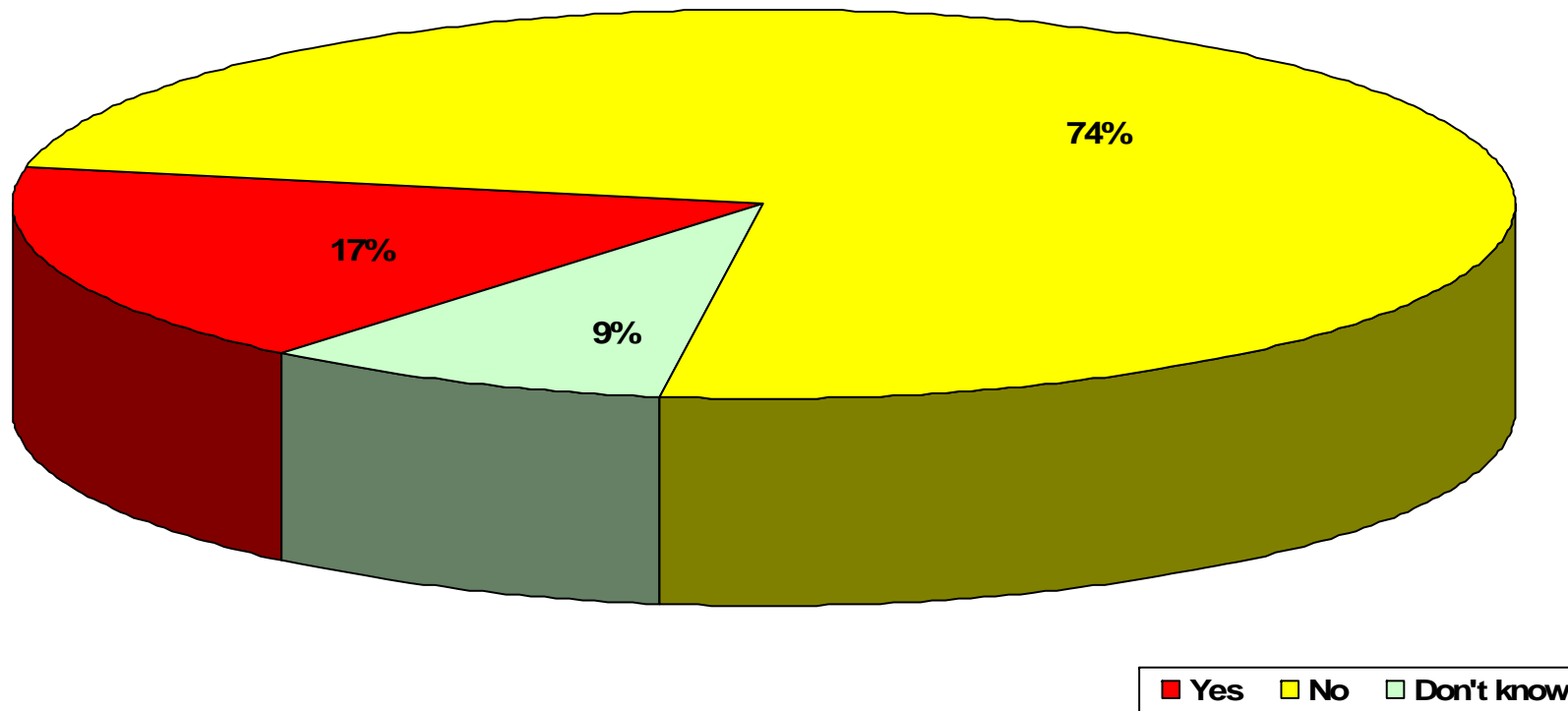


Group A

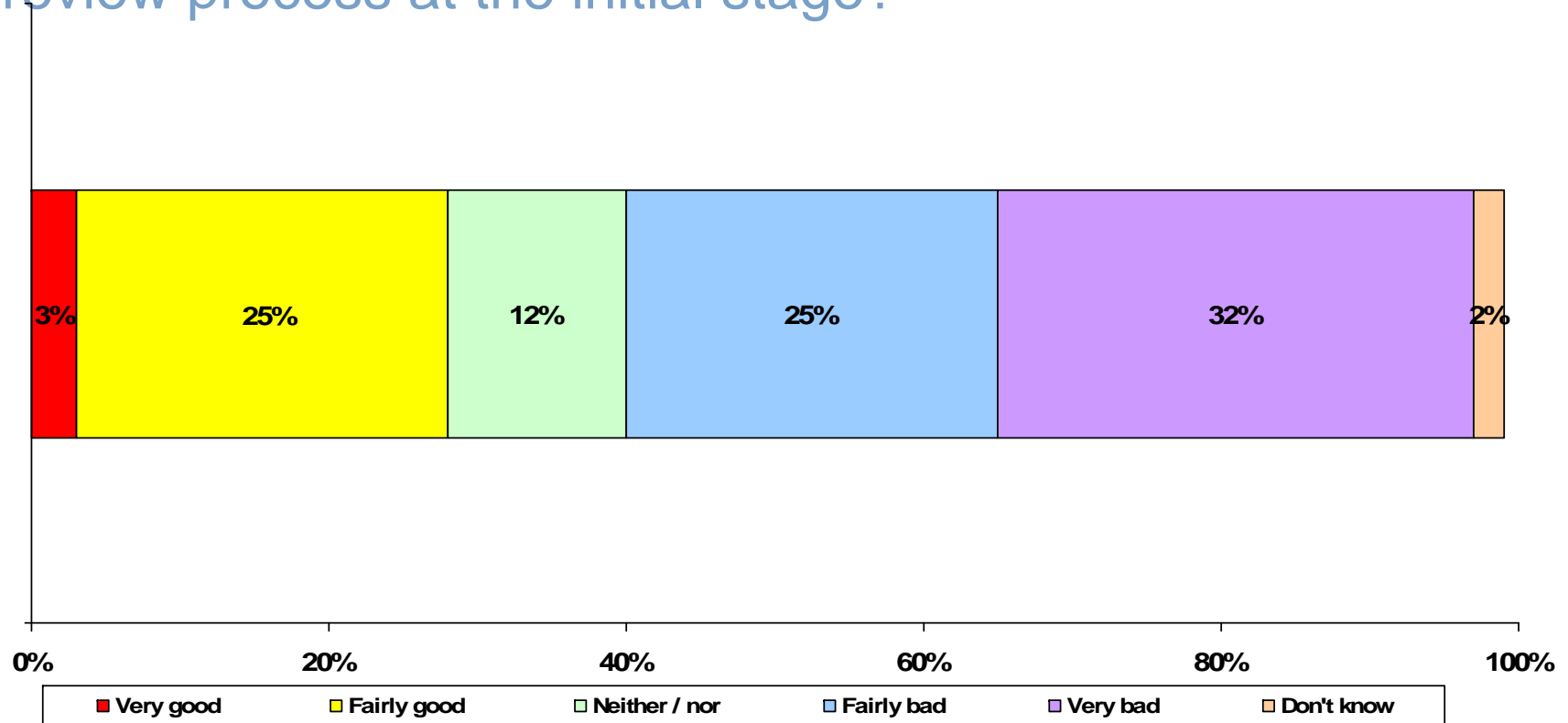
How did you find out about the PCCS



When you first made your complaint to the police, did they inform you of the PCCS and explain the review process used by PCCS?



What would you say way your level of understanding of the review process at the initial stage?



Apparent influences

Significant deterioration in survey respondents' satisfaction as case progresses toward conclusion

Statistical significance in relationships between complaints process inputs/outputs and outcomes

- Level of initial process understanding and final satisfaction levels
- Initial confidence in PCCS and final rating on impartiality
- Uphold complaint/ satisfaction with CHR/outcome overall/PCCS impartiality
- Final outcome/overall opinion

Identifies areas where we need to focus improvement activity.



Group B

The significant and 'silent' majority



What we know and might do about Group B

Barriers/Disincentives to making a Complaint

- Comparable research into this group
- Striking similarities

Opportunities for proactive engagement

- Formulate thinking
- Strategies that 'challenge' the barriers /disincentives e.g. complaints do make a difference

Improve confidence.

