

**Complainant's Satisfaction
Research Report
December 2009**

Prepared For:



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1. INTRODUCTION

CELLO **mruk** research was commissioned by the Police Complaints Commissioner for Scotland (PCCS) to undertake research with complainants, to gain feedback from customers and to identify areas for improvement.

The PCCS was established by the Police, Public Order and Criminal Justice (Scotland) Act 2006 and assumed his powers under this Act on 1 April 2007.

1.1 Methodology and sample

As the sample held by the PCCS held information that was up to two years old and could therefore possibly be inaccurate, and also that a sizeable proportion of the entries in the sample did not have a contact telephone number, it was decided that the PCCS should distribute an explanatory letter to everyone on the list. This letter contained information about the research, about CELLO **mruk**, and also gave a contact number at the PCCS for them to phone and opt in or out of the research. For those who did not opt out, and for which we did not have a phone number, a letter was sent from CELLO **mruk** asking them to get in contact with a phone number they wanted to be interviewed on. Respondents for whom we only had an email address for were sent an email asking them for a telephone number, or alternatively they could be sent a link to complete the questionnaire online.

The questionnaire was developed by CELLO **mruk** in conjunction with the PCCS.

A total of 115 interviews were achieved, a response rate of 38%. Further analysis was conducted on the data, and where appropriate¹ and where there are noticeable differences, these have been commented upon. Accuracy at the 95% confidence interval lies between $\pm 7.2\%$ & $\pm 8.2\%$ (based on a full response base to the question asked during the survey).

After the project had been running for several days a change was made to the routing. This has affected base sizes on several questions, but as the sample size was finite it was decided to keep these interviews in. Where the base size has been affected has been marked on the graphics. Values in graphs are based on rounded data whilst in summary text values are based on the actual count.

In order to gain more in depth insight to the survey findings, a series of in depth telephone interviews were conducted with some of the survey respondents. A total of 20 telephone depths were carried out, and the responses are referred to throughout the report. Initially, the target was 30 depth interviews, but due to the small sample sizes this was not achieved.

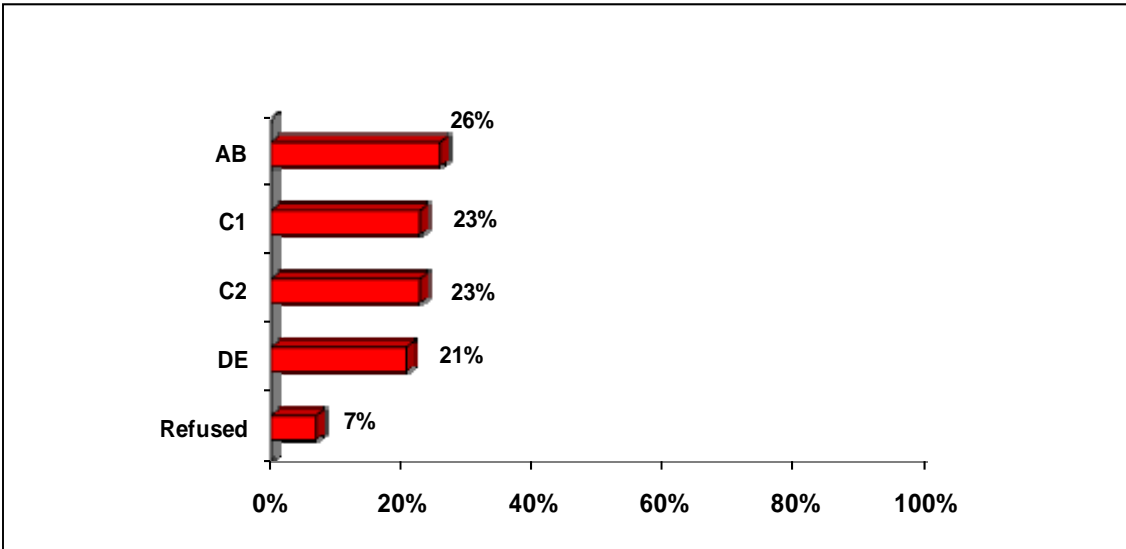
¹ We normally recommend not conducting analysis with sub samples of less than 100. As the overall base was 115, differences in responses using further analysis have only been commented upon if the base contains all respondents.

2. MAIN FINDINGS

2.1 Respondent Profile - survey

The socio economic grouping of the respondents was recorded, and as can be seen from the chart below, is quite evenly spread across the groups.

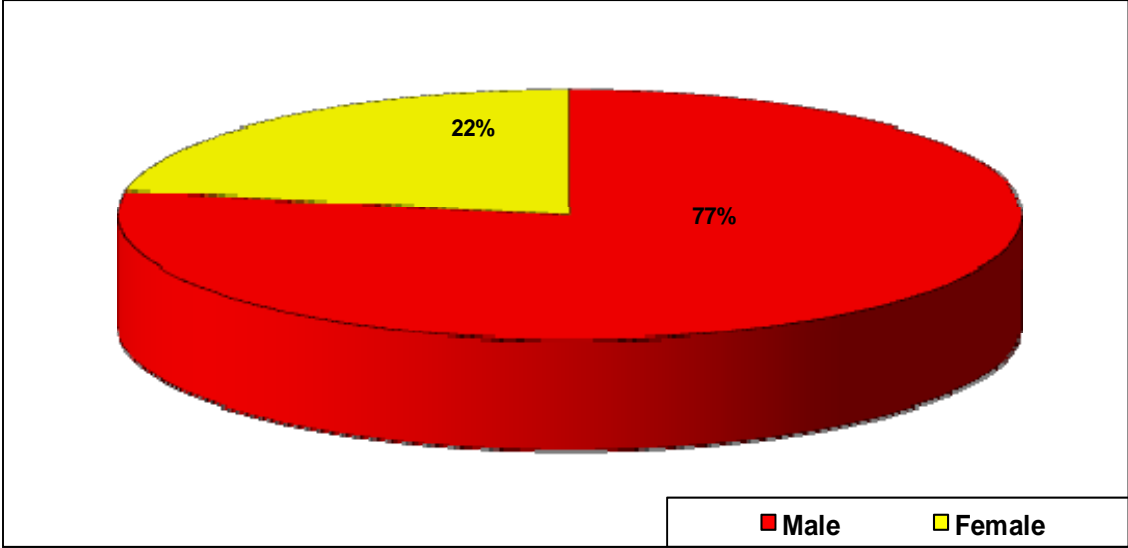
Figure 2.1: SEG



Base: 115 (All respondents) Source: CELLO **mruk** research

Over three quarters (77%) of the respondents were men.

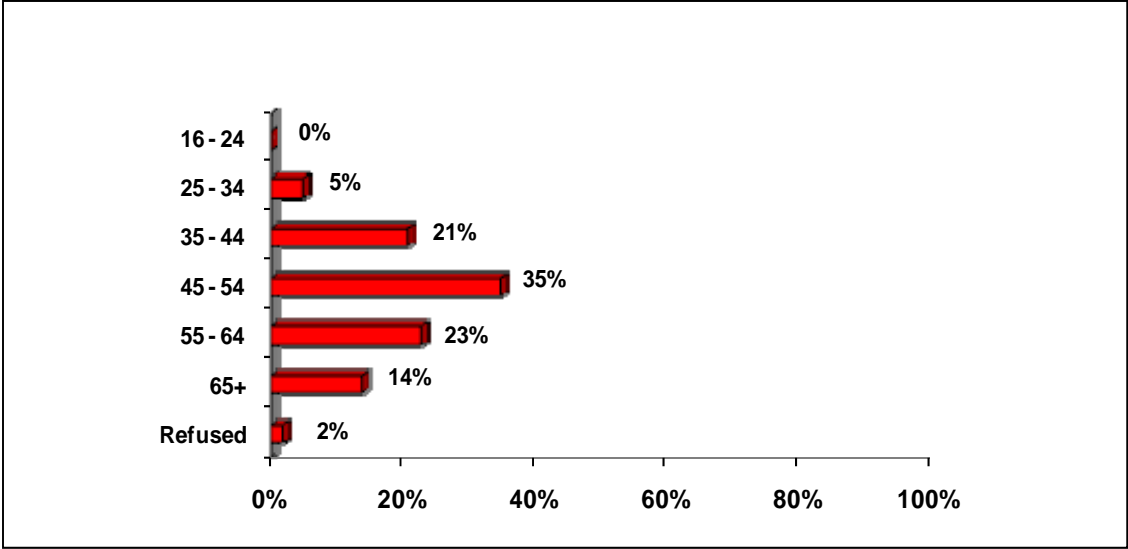
Figure 2.2: Gender



Base: 115 (All respondents) Source: CELLO **mruk** research

Just over a third of respondents (35%) were aged between 45 and 54, and 23% were between 55 and 64.

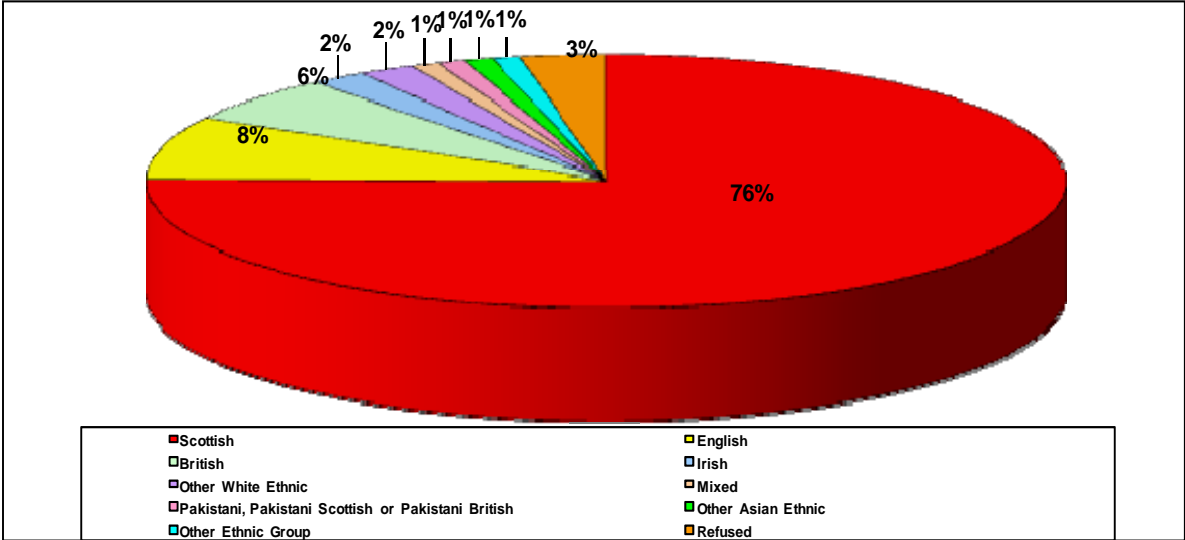
Figure 2.3: Age



Base: 115 (All respondents) Source: CELLO **mruk** research

The majority of respondents (76%) were White Scottish, with 8% White English and 6% White British.

Figure 2.4: Ethnicity

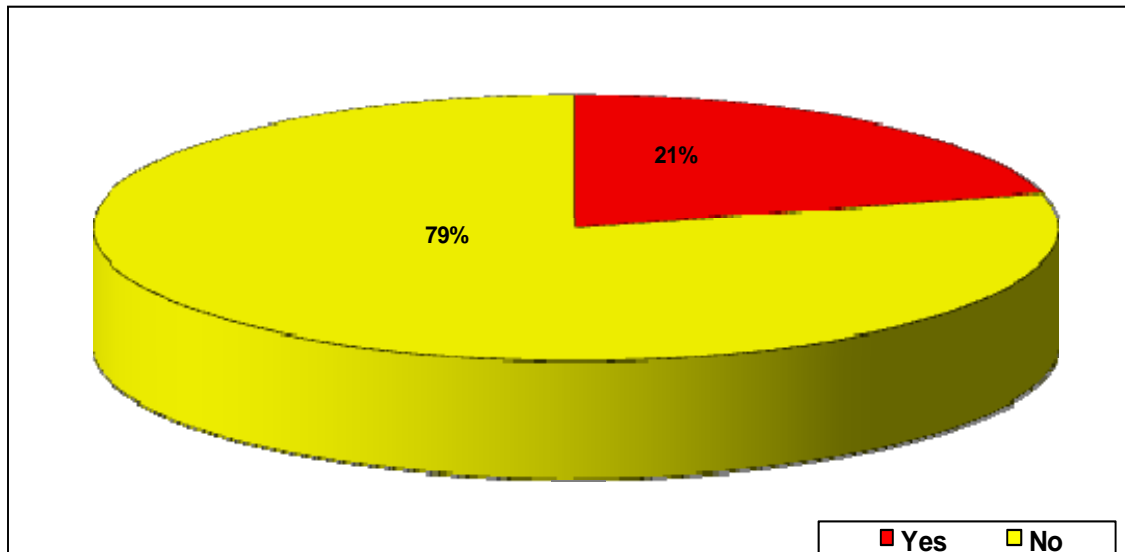


Base: 115 (All respondents) Source: CELLO **mruk** research

2.2 Initial Contact

Respondents were asked whether they had ever made a previous complaint against the Police.

Figure 2.5: Have you ever made a previous complaint against a police force, not including the one just mentioned?

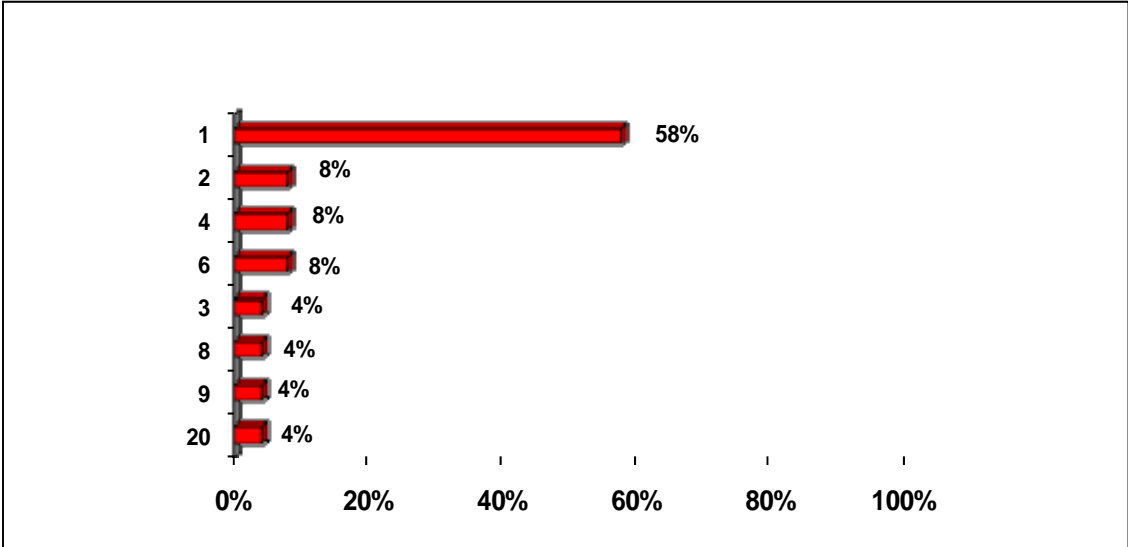


Base: 115 (All respondents) Source: CELLO **mruk** research

Just over a fifth (21%) claimed that they had made a previous complaint. This was highest amongst those over 65, with 44% claiming to have made a previous complaint.

Respondents were then asked how many times they had made a complaint against the police.

Figure 2.6: How many times have you made a complaint?



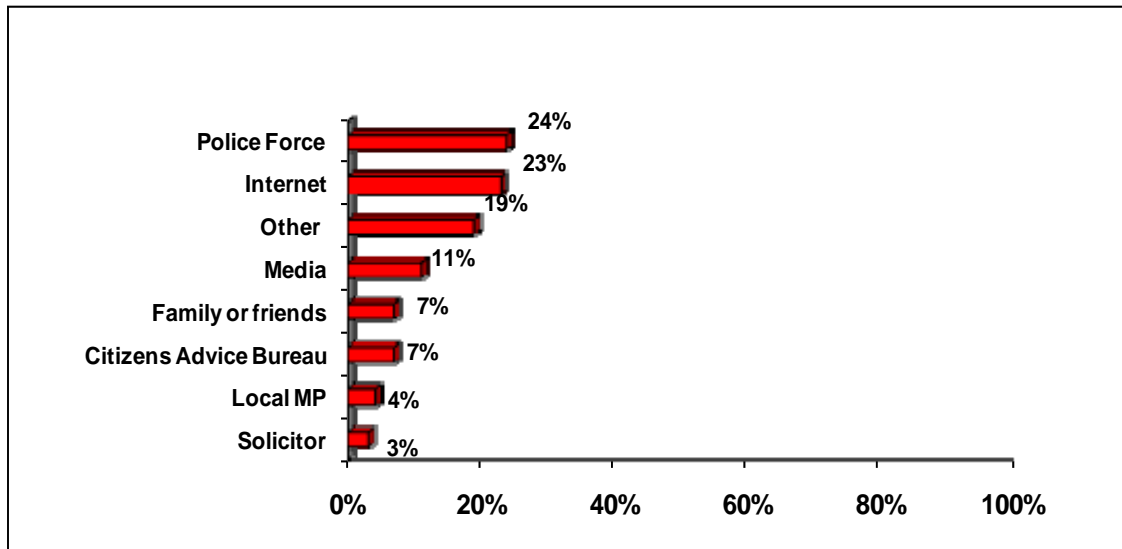
Base: 24 Source: CELLO **mruk** research

Of those respondents who had made a previous complaint, over half (58%) had made one previous complaint while 4% said they had complained 20 times or more before.

Of the 20 depth interviews conducted, 4 had made previous complaints about the police.

All respondents were asked how they had first heard of the Police Complaints Commissioner for Scotland.

Figure 2.7: How did you hear about the Police Complaints Commissioner for Scotland (PCCS)?

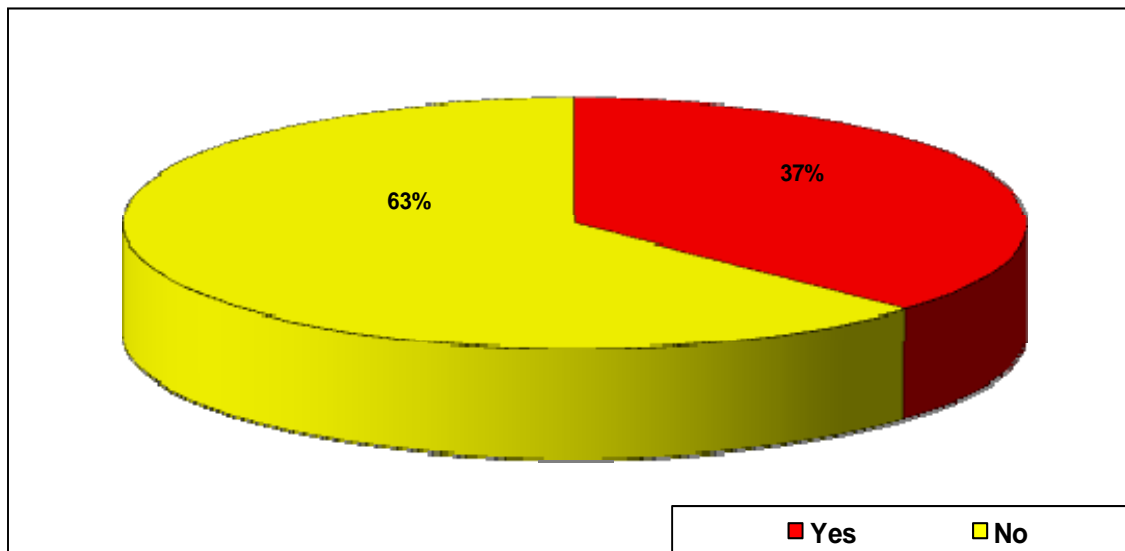


Base: 115 (All respondents) Source: CELLO **mruk** research

Close to a quarter (24%) had been informed about the PCCS by a police force, 23% had found out about them using the internet. Just over 1 in 10 (11%) had heard about them through the media.

All respondents were asked whether or not they had heard of the PCCS before this, and 37% replied that they had. Those in the AB and C1 socio economic groups were more likely to have heard of the PCCS (47% and 50% respectively).

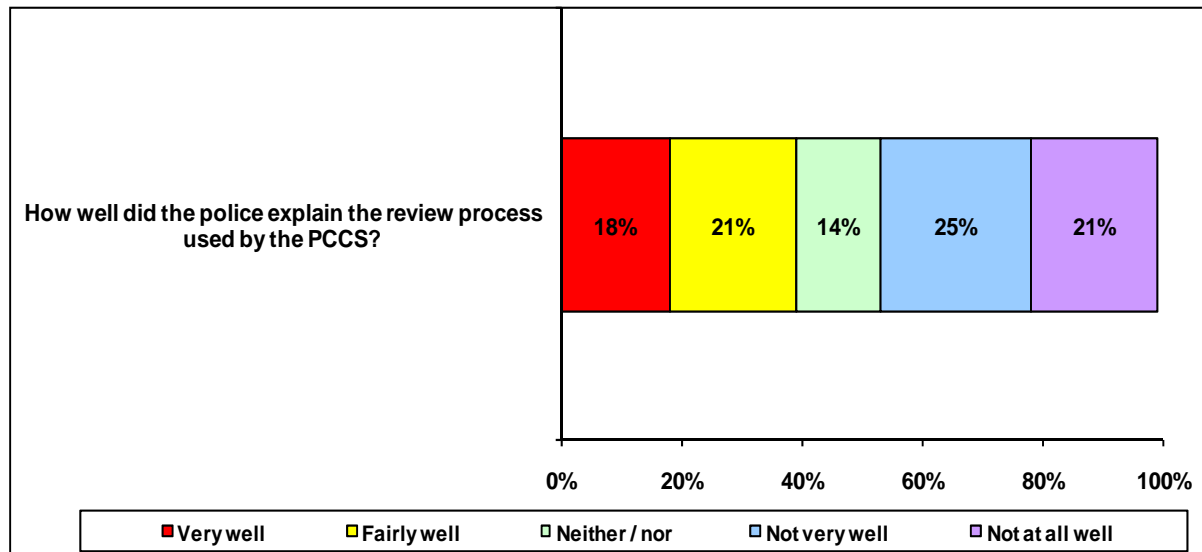
Figure 2.8: Had you heard of them before this?



Base: 115 (All respondents) Source: CELLO **mruk** research

Those respondents who claimed that they had been informed about the PCCS by the police were then asked how well they thought the police had explained the review process used by the PCCS.

Figure 2.9: How well did the police explain the review process used by the PCCS?

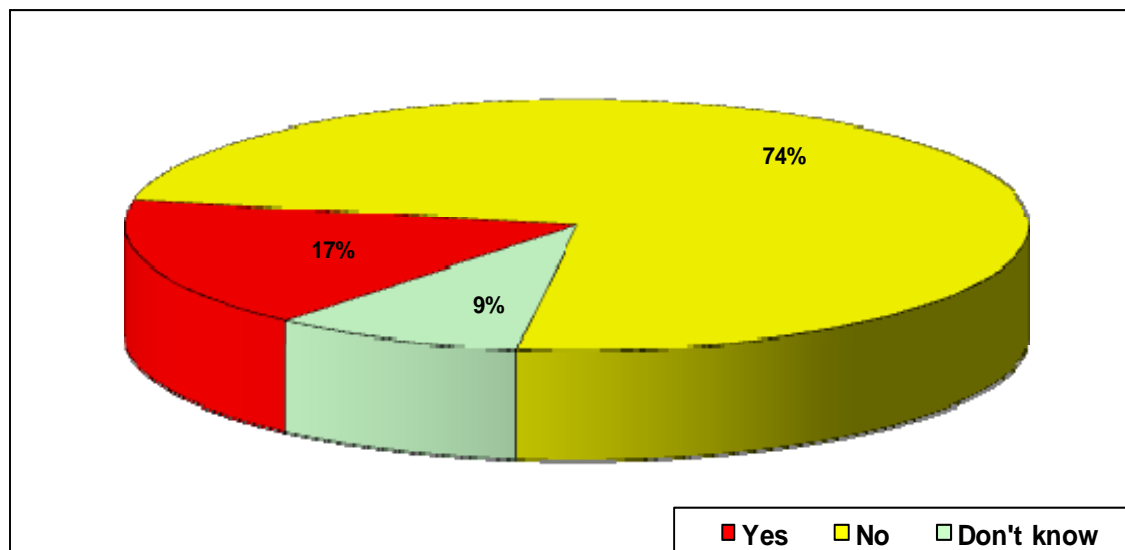


Base: 26 (All those who heard about the PCCS from the Police) Source: CELLO **mruk** research

Approaching 4 in 10 (39%) thought the police had explained it ‘very’ or ‘fairly’ well, with 46% saying they thought the police had explained it ‘not very’ or ‘not at all well’.

Respondents who did not mention the police when asked how they found out about the PCCS were asked if they were informed about the PCCS review process when they first made their complaint to the police.

Figure 2.10: When you first made your complaint to the police force did they inform you of the PCCS and explain the review process used by the PCCS?

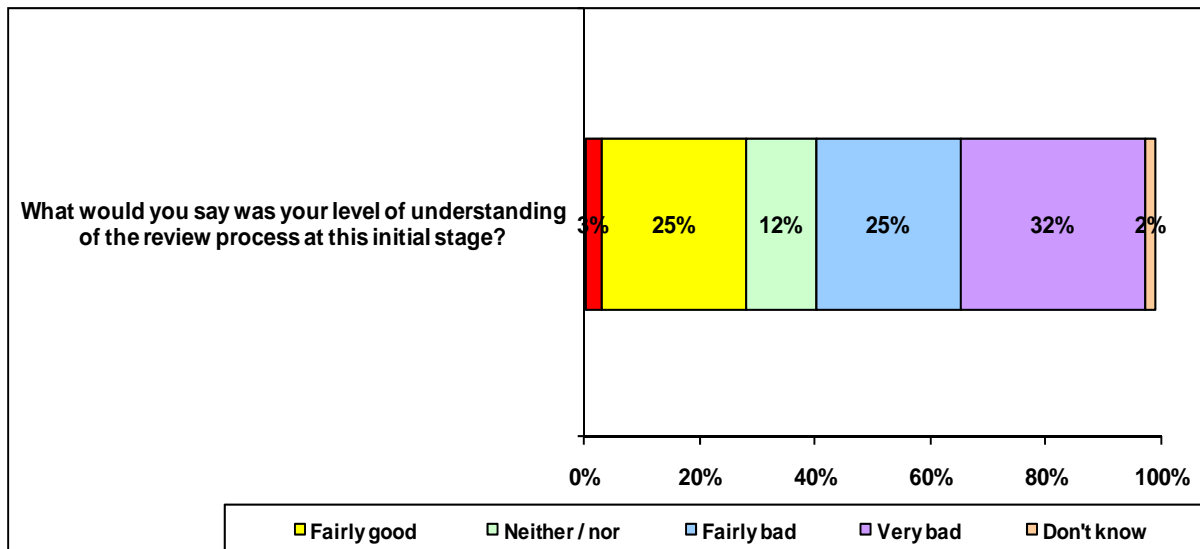


Base: 87 (All those who did not hear about the PCCS from the Police) Source: CELLO **mruk** research

Nearly three quarters (74%) thought that they had not been informed.

All respondents were then asked to rate what they considered their level of understanding of the review process to be at this initial stage.

Figure 2.11: What would you say was your level of understanding of the review process at this initial stage?



Base: 115 (All respondents) Source: CELLO **mruk** research

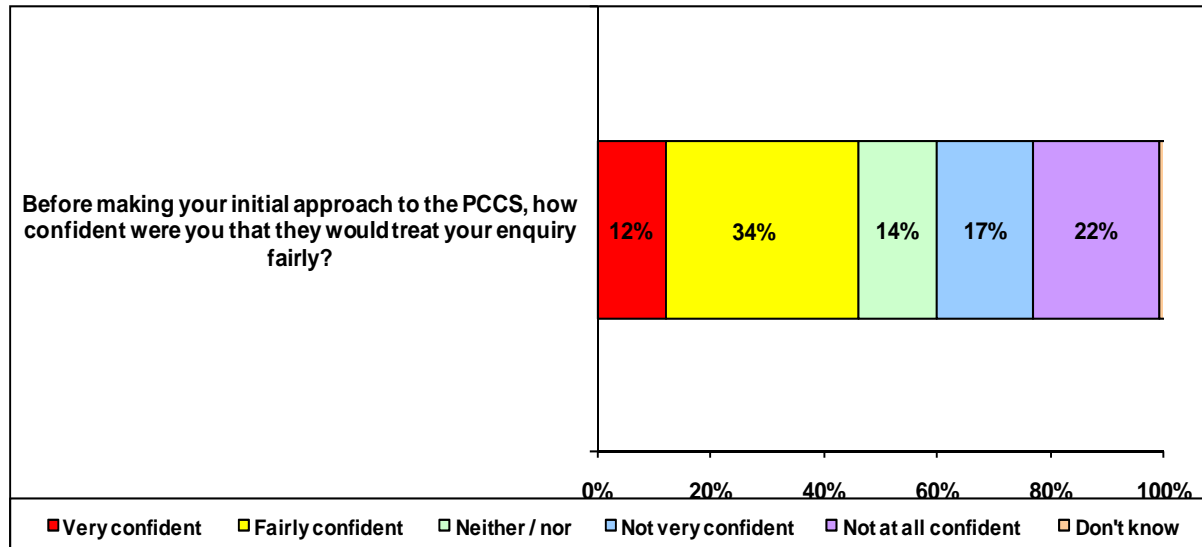
A quarter (25%) rated their understanding as 'fairly good', with 29% overall rating is at either 'very' or 'fairly' good. Nearly a third rated their understanding as 'very bad' at this initial stage.

Respondents whose application had had continued to a full review were slightly more likely to say that their understanding at the initial stage was very or fairly good (36%), as was the understanding of those whose overall opinion of the PCCS was positive (44%).

As a follow on to this question and as part of wider significance testing carried out on the response data a partial correlation was recorded showing a link between responses to this question (Q7) and satisfaction with the final outcome of the review (Q34) showing a close to significant score of 0.084 (a score of 0.05 or lower provides a truly significant correlation so this finding is not fully significant but very close to being so).

In order to ascertain complainant's attitudes towards the PCCS prior to the review process, all respondents were asked to rate how confident they were that the PCCS would treat their enquiry fairly before they had made their initial approach.

Figure 2.12: Before making your initial approach to the PCCS, how confident were you that they would treat your enquiry fairly?



Base: 115 (All respondents) Source: CELLO **mruk** research

Close to half (46%) said that they were either ‘very’ or ‘fairly’ confident that the PCCS would treat their enquiry fairly. And 22% said they were ‘not confident at all’ that their enquiry would be treated fairly. Those respondents whose overall opinion of the PCCS was positive were, perhaps unsurprisingly, more likely to be confident that their enquiry would be treated fairly (68%).

As a follow on to this question and as part of wider significance testing carried out on the response data a correlation was recorded showing a link between responses to this question (Q8) and how impartial respondents felt the PCCS are (Q40) showing a significance score of 0.03 (a score of 0.05 or lower provides a significant correlation). Clearly then there is a significant link between respondents confidence in the PCCS being impartial and feeling that they would be treated fairly prior to making contact with the PCCS.

The quotes below help to illustrate the respondents confidence that the PCCS would treat their enquiry fairly:

‘although they did state they were independent you weren’t sure... I was just hopeful’

‘I wasn’t confident at all, I’ve been to all the other Government QUANGO’s and unfortunately up in Scotland, especially in the West of Scotland, we’ve a large number of freemasons who are very, very influential’

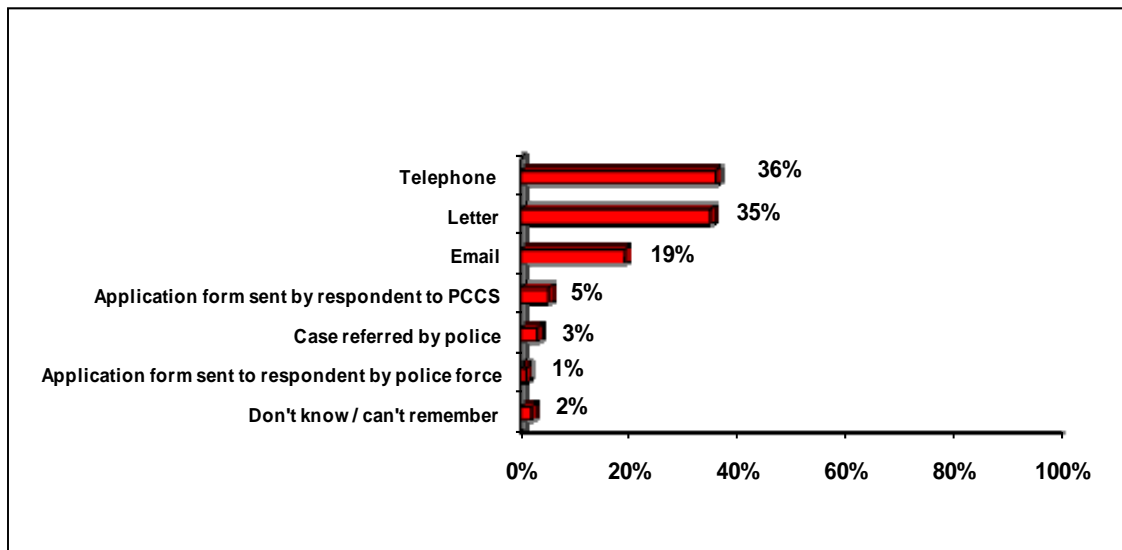
‘I was very confident to start with’

‘I was under the impression they would investigate my complaint, so I was confident about that’

'confident because they're supposed to be impartial and independent'

When asked how they had initially contacted the PCCS, 36% said that they had used the telephone, and 35% said they had contacted them by letter. Nearly a fifth (19%) said that they had first contacted the PCCS by email. Respondents who contacted the PCCS by telephone were more likely to say that their overall opinion was positive (48%), whereas those who initially contacted them by letter were more likely to say their opinion of the PCCS was negative (44%).

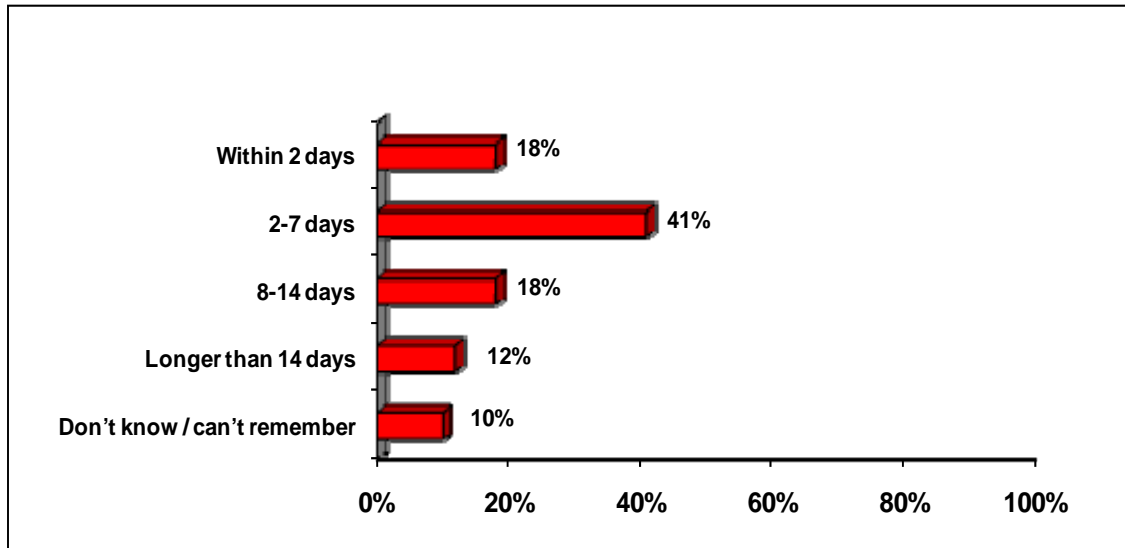
Figure 2.13: How did you initially contact the PCCS?



Base: 115 (All respondents) Source: CELLO **mruk** research

Respondents were then asked to recall how long it took for them to receive a reply from PCCS from their initial enquiry.

Figure 2.14: How long did you wait for a reply to your initial enquiry?

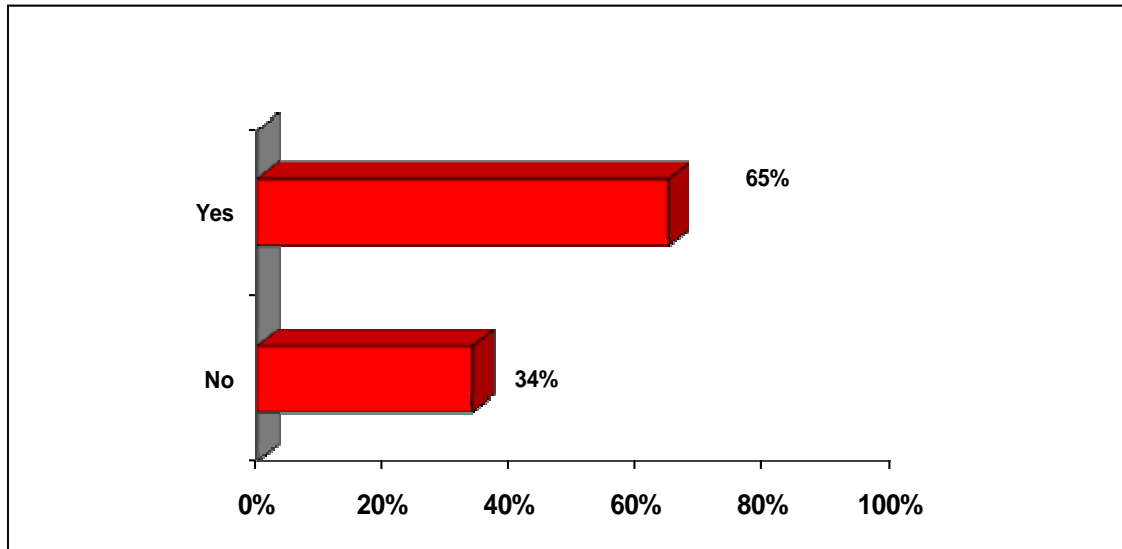


Base: 115 (All respondents) Source: CELLO **mruk** research

Approaching a fifth (18%) claimed to have heard back from the PCCS within 2 days of contacting them, and 41% said they had been contacted between 2 and 7 days of their initial contact. However, 12% claimed to have waited longer than 14 days to receive a reply, and 1 in 10 (10%) couldn't remember.

All respondents were asked whether the process was explained adequately at this point.

Figure 2.15: Was the process explained adequately at this point?

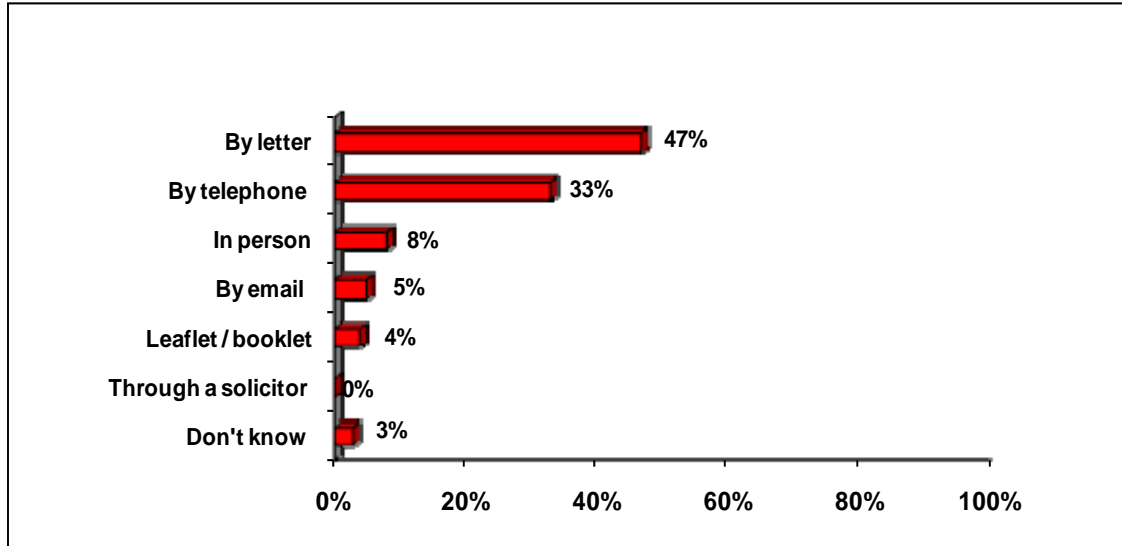


Base: 115 (All respondents) Source: CELLO **mruk** research

Nearly two thirds of respondents (65%) said that the process had been adequately explained. Amongst those who said they had an overall positive view of the PCCS, this figure was 92%. Those who waited less time for a reply to their enquiry were also more likely to say the process was explained adequately at this point, with 81% of those who received a reply within 2 days responding positively, and 72% of those who waited between 2 and 7 days.

Respondents who said they had had an adequate explanation were asked how this explanation was provided to them.

Figure 2.16: How was this explanation provided?



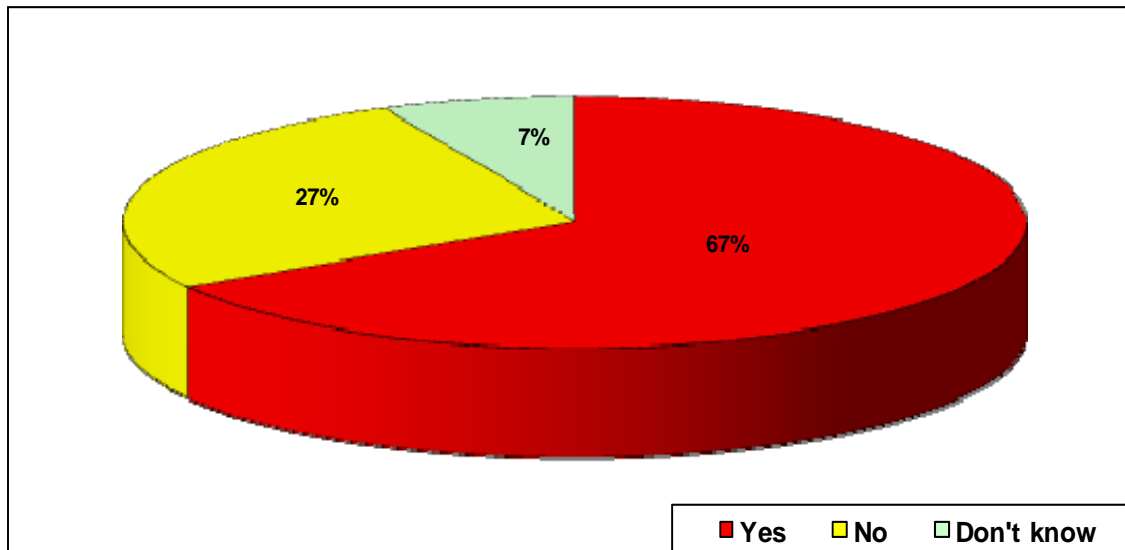
Base: 75 (All respondents who had the process adequately explained to them)

Source: CELLO **mruk** research

Close to half (47%) replied that they had been provided with an explanation by letter, and 33% had had an explanation by telephone, with 8% saying they had received the explanation in person.

Respondents who had received an adequate explanation were asked if they felt the explanation provided them with enough knowledge about the process to feel confident about submitting an application, and 67% replied that they felt it had.

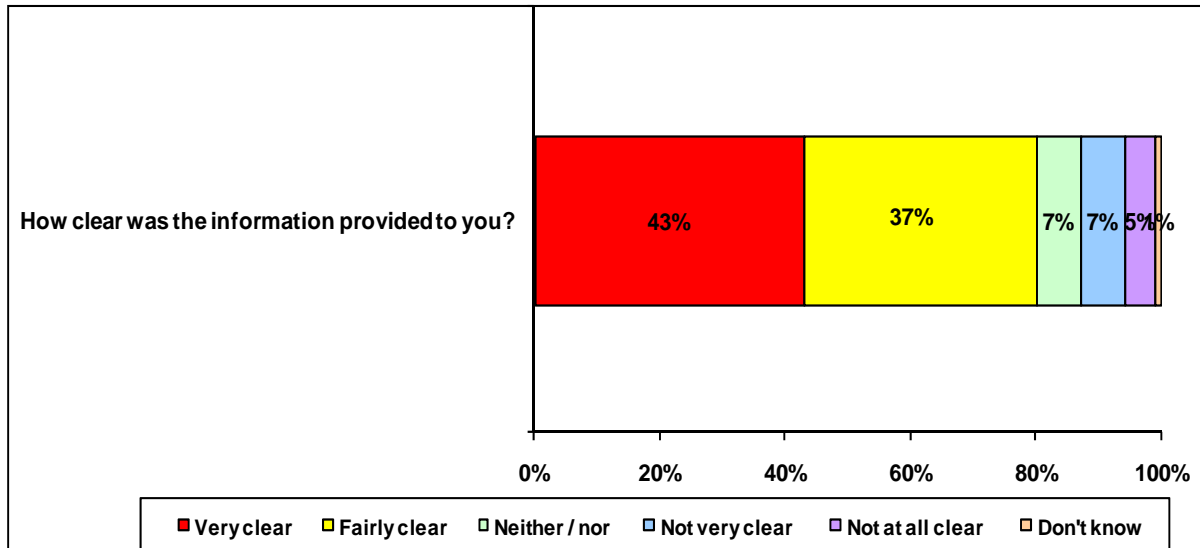
Figure 2.17: Do you feel the explanation provided you with enough knowledge about the process to feel confident in submitting an application?



Base: 75 (All respondents who had the process explained adequately to them)
Source: CELLO **mruk** research

They were then asked how clear the information provided to them was. Four fifths (80%) of respondents said that the information was either very or fairly clear, while 12% thought it was either not very, or not at all clear.

Figure 2.18: How clear was the information provided to you?



Base: 75 (All respondents who had the process adequately explained to them)

Source: CELLO **mruk** research

The following quotes from the depth interviews illustrate this:

'the staff were helpful, they spelt out what their powers were, and their limitations'

'I received a leaflet outlining their role, responsibilities and practices...all enough and all clear'

'not very clear no...being able to speak to somebody rather than reading the guidelines, and a lot of time they didn't know the answers'

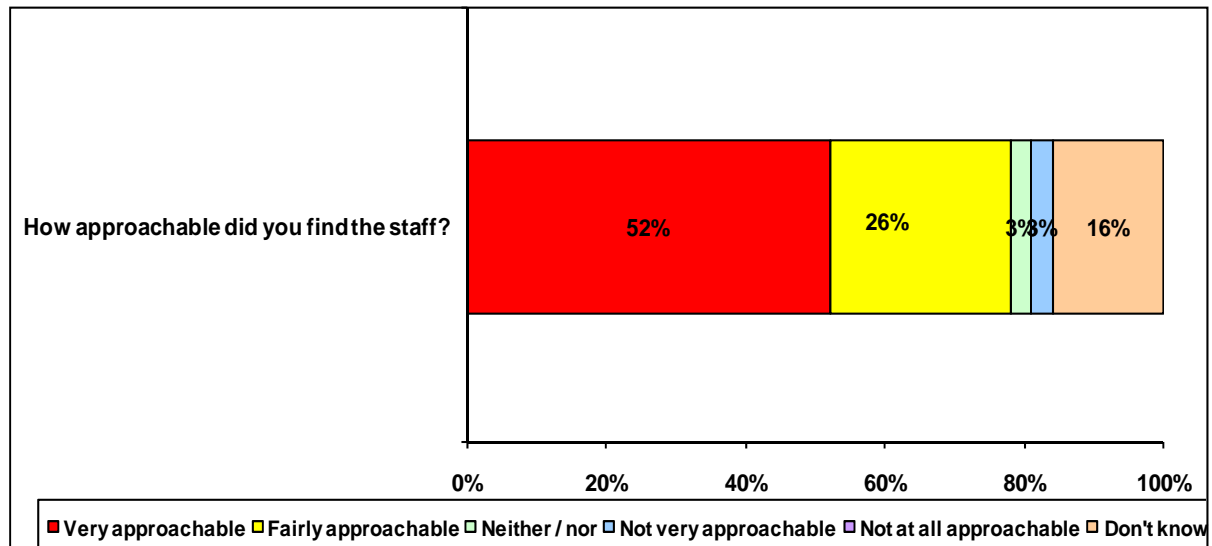
'an outline of their powers, if they have any, would have been helpful, and their role as well'

'it was clear, but useless!'

2.3 Staff

Those respondents who had had their explanation provided by telephone or in person were asked a series of questions about the staff they dealt with.

Figure 2.19: How approachable did you find the staff?



Base: 31 (All respondents who had an explanation over the phone or by telephone)

Source: CELLO **mruk** research

Over three quarters of respondents (77%) said that the staff had been either very or fairly approachable, and 16% saying that they did not know.

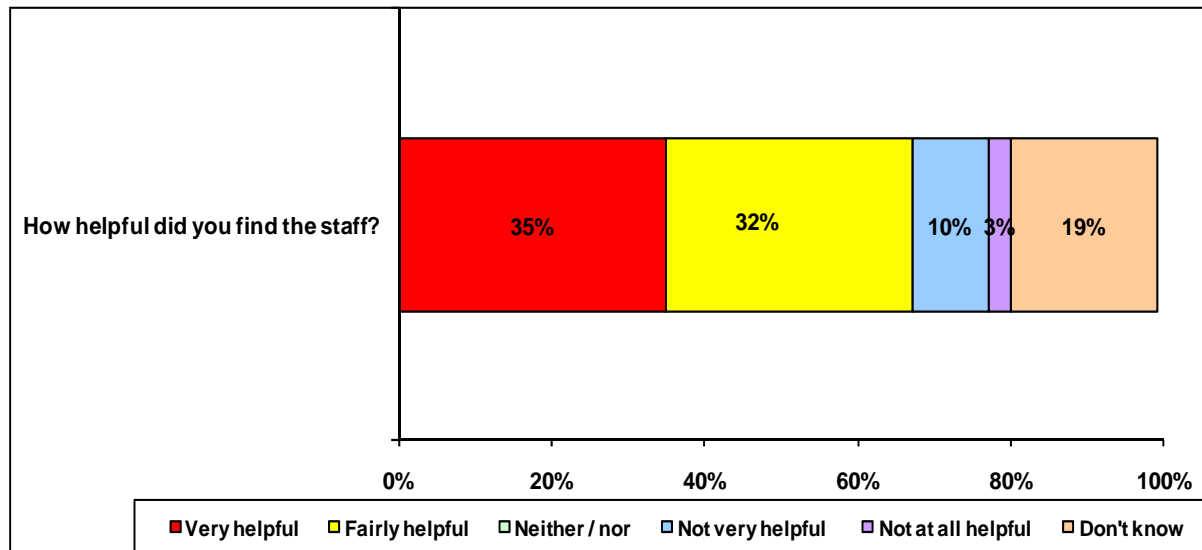
This is illustrated by some quotes from the depth interviews:

‘very nice and helpful on the phone’

‘They seemed very pleasant on the phone’

‘I just felt they were shirting around issues – you’d get a case officer, they’d give you their name and then when you call, you could never get hold of them’

Figure 2.20: How helpful did you find the staff?



Base: 31 (All respondents who had an explanation over the phone or by telephone)
Source: CELLO **mruk** research

Just over two thirds of those asked (68%) thought that the staff they had had contact with were either very or fairly helpful. Nearly a fifth (19%) did not know, possibly reflecting the length of time since the complaint was made.

As a follow on to this question and as part of wider significance testing carried out on the response data a partial correlation was recorded showing a link between responses to this question (Q14) and helpfulness of the officer (Q31) showing a close to significant score of 0.063 (a score of 0.05 or lower provides a truly significant correlation so this finding is not fully significant but very close to being so).

This question was explored in more depth during the depth interviews:

‘they were extremely helpful’

‘as helpful as I thought they could be’

‘as helpful as their remit allowed them to be’

‘helpful in the manner they tell you there’s nothing they can do for you’

‘not really [helpful]. A standard letter churned out every month isn’t helpful’

‘very helpful in replying, but not doing anything else!’

‘they should have a transfer department where they can transfer you to someone that can help!’

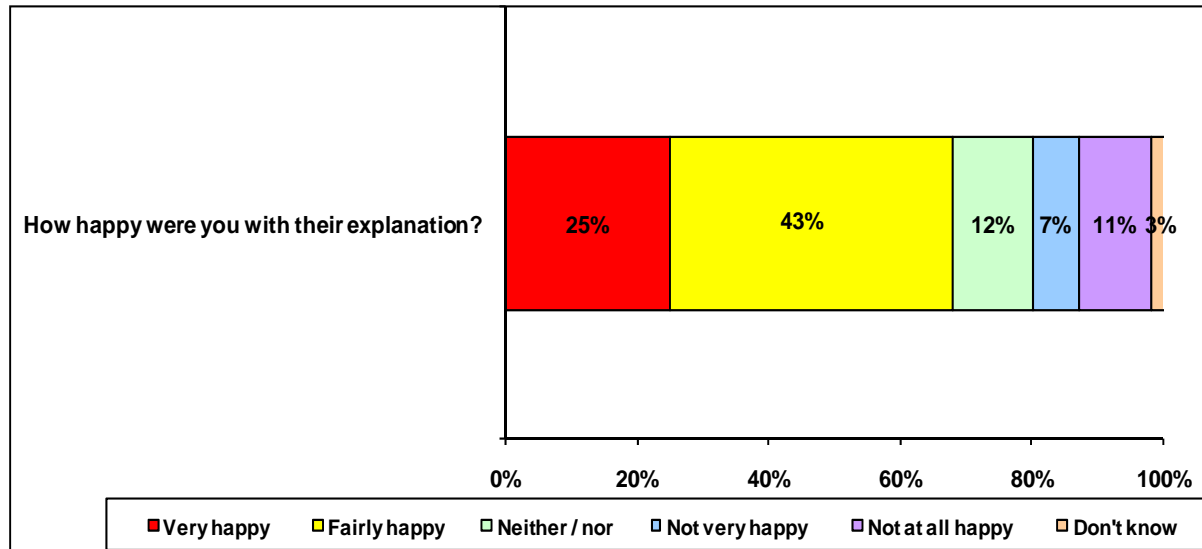
'I just felt they were skirting around issues. You'd get a case officer, they'd give you their name, and then when you'd call you could never get hold of them!'

'when you did get them they'd just say "put it in writing"'

'they could be a wee bit faster to be honest'

'I would have said the responses we had were extremely helpful and they were taking the trouble... trying to avoid raising expectations'

Figure 2.21: How happy were you with their explanation?



Base: 75 (All respondents who had the process adequately explained to them)

Source: CELLO **mruk** research

When asked how happy they were with the staff member’s explanation, 68% said they were very or fairly happy.

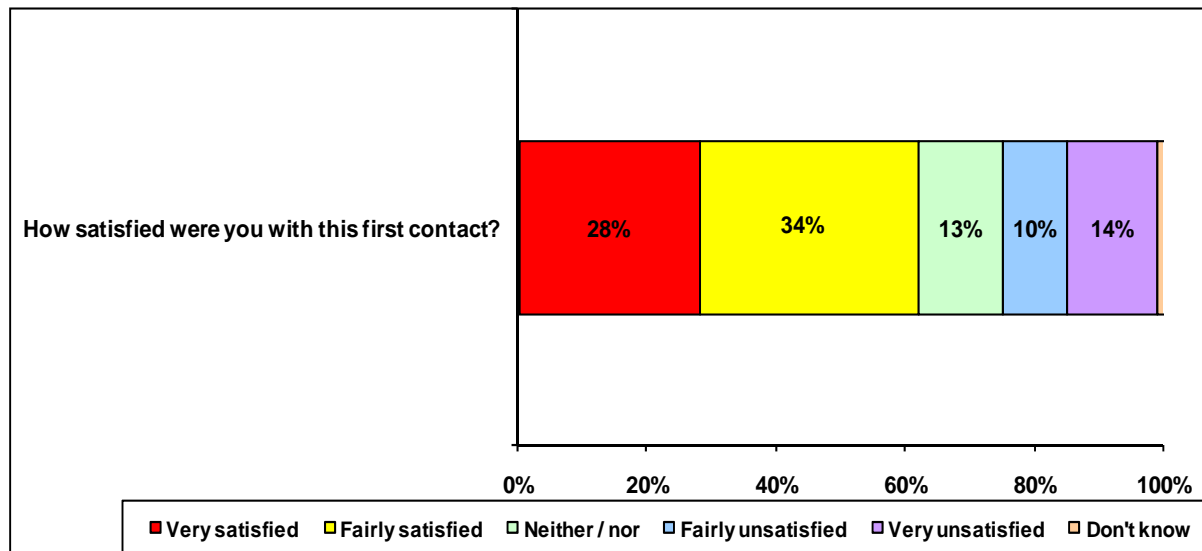
Reasons for dissatisfaction were explored in the depth interviews:

‘there was just no clear indication of how they’d deal with the complaint’

All respondents were asked how satisfied they were with their initial contact, and 62% replied that they were either very or fairly satisfied. Perhaps unsurprisingly, amongst those who had a positive view of the PCCS this figure rose to 92%, and amongst those who had received a reply to their enquiry within 2 days, this rose to 76%.

As a follow on to this question and as part of wider significance testing carried out on the response data a very strong correlation was recorded showing a link between responses to this question (Q18) and overall satisfaction with the case officer (Q32) showing a strongly significant score of 0.00 (a score of 0.05 or lower provides a truly significant correlation so this finding is fully significant).

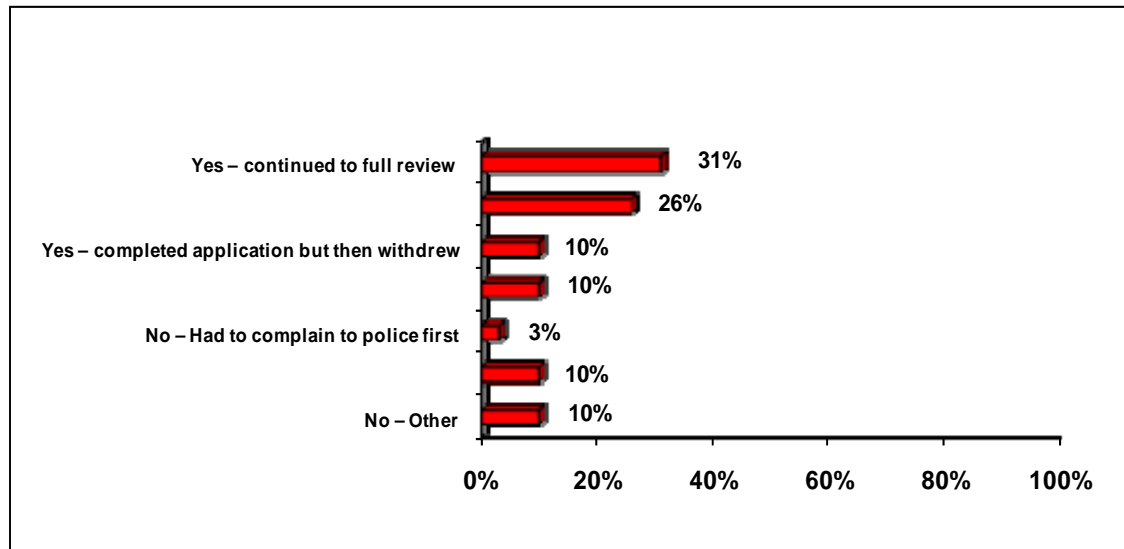
Figure 2.22: How satisfied were you with this first contact?



Base: 115 (All respondents) Source: CELLO **mruk** research

All respondents were asked whether they continued with the review process at this stage.

Figure 2.23: Did you continue with your application?



Base: 115 (All respondents) Source: CELLO **mruk** research

Approaching a third (31%) said that they had continued on to a full review, 26% said they continued at this point but didn't reach a full review, and 10% said they completed the application and then withdrew. A further 1 in 10 (10%) said their application was still ongoing.

Respondents were asked an open ended question, asking them why they approached the PCCS. As this question was open ended the responses have not been coded but are included as Appendix A.

All respondents were asked unprompted what they wanted to achieve when they first approached the PCCS.

Table 2.1: When you first approached the PCCS, what did you want to achieve?

	%
Wanted an independent investigation/public enquiry/justice	42
Wanted officers punished	21
Wanted complaint re-investigated/recorded	21
Wanted apology/explanation	18
Wanted service improvements	10
Wanted to stop it happening to someone else	9
Wanted it proved that I was telling the truth	9
Wanted complaint outcome changed	7
Wanted to stop it happening to me	5
Wanted a change in police procedures and policies	4
Wanted compensation	3
Other	4

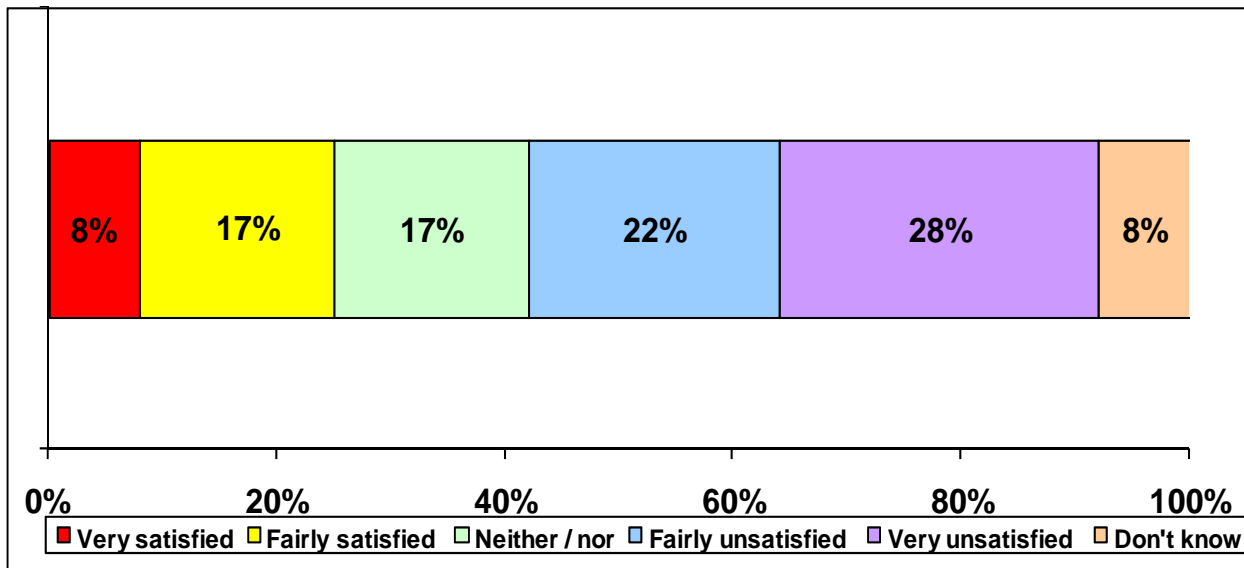
Base: 107 (All respondents*) Source: CELLO **mruk** research

* = routing change caused base to be slightly lower

'Wanted an independent investigation / public enquiry / justice' was the most cited answer with 42% of respondents answering this. Just over a fifth (21% said they 'wanted officers punished' and just over another fifth (21%) wanted 'complaint re-investigated / recorded'.

Respondents who continued their application to a full review were asked if they were satisfied with the time taken to complete it.

Figure 2.24: How satisfied were you with the time taken to complete your review?



Base: 36 (All respondents who continued their application to full review)

Source: CELLO **mruk** research

Just over a fifth (21%) were either ‘very’ or ‘fairly’ satisfied with the time taken, and just under half (47%) were either very or fairly unsatisfied.

‘I think it was acceptable’

*‘I think [the time] was more acceptable from
The PCCS than it was from the police’*

‘it took twice as long as it should have done’

In order to explore this theme further, during the depth interviews, respondents were asked what they had hoped the PCCS could do for them:

‘to try and get the police to see that the path they were going down was wrong and to get it altered’

‘I misunderstood the remit – I thought they would investigate the police, but instead they were investigating the complaint’

‘I was hoping ultimately they’d have enforcement powers to ensure the police did what they meant to do which was to investigate complaints of criminal activity’

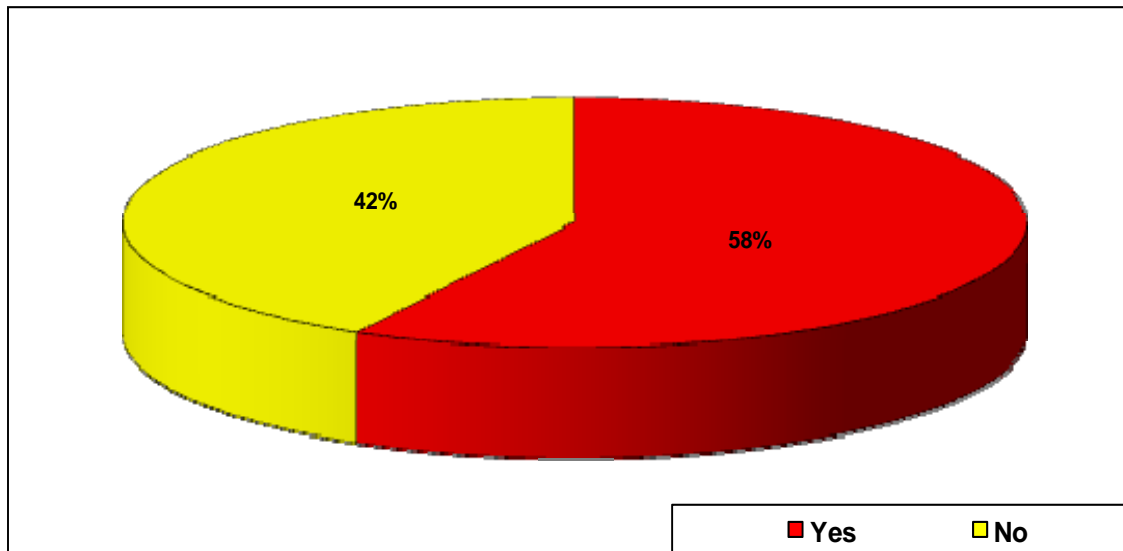
Even respondents who had previously claimed that they knew what the role and remit of the PCCS was seemed to have been looking for an independent investigation, and respondents who expressed dissatisfaction were generally not unsatisfied with how the PCCS had dealt with them, but were unsatisfied with the actual remit and powers of the PCCS.

They were then asked an open ended question to find out how long they thought it should have taken. Verbatim responses have been included as Appendix B.

2.4 Updates

Those respondents who continued their application to a full review were asked if they were kept informed of the progress of their review.

Figure 2.25: Were you kept informed of the progress of your review?

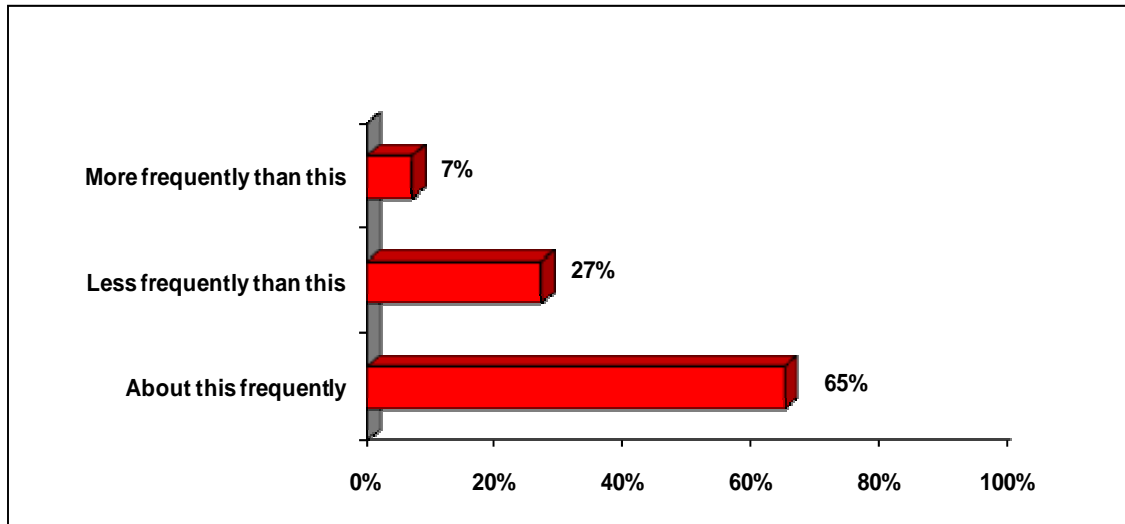


Base: 36 (All respondents who continued their application to full review) Source: CELLO **mruk** research

Over half (58%) said that they had been kept informed, and 42% claimed that they had not.

The PCCS aims to contact its complainants at least once every 28 days. Respondents were asked whether they were contacted more, less, or about this frequently.

Figure 2.26: The PCCS aims to respond to you at least once every 28 days. Were you contacted...?

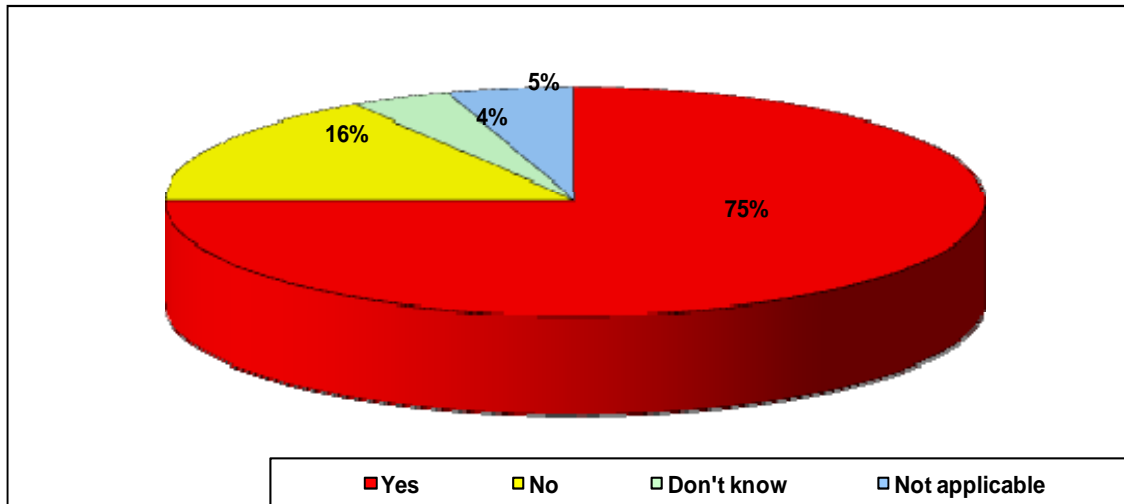


Base: 55 (All respondents who continued their application*) Source: CELLO **mruk** research
* = routing change caused base to be slightly lower

Almost two thirds (65%) of respondents thought that they had been contacted ‘about this frequently’, with over a quarter (27%) claiming that they were contacted less frequently.

The PCCS also aim to keep complainants updated in the format they request in their initial application form.

Figure 2.27: In the application form you were asked how you wanted to be contacted. Did you receive updates in the format you requested?

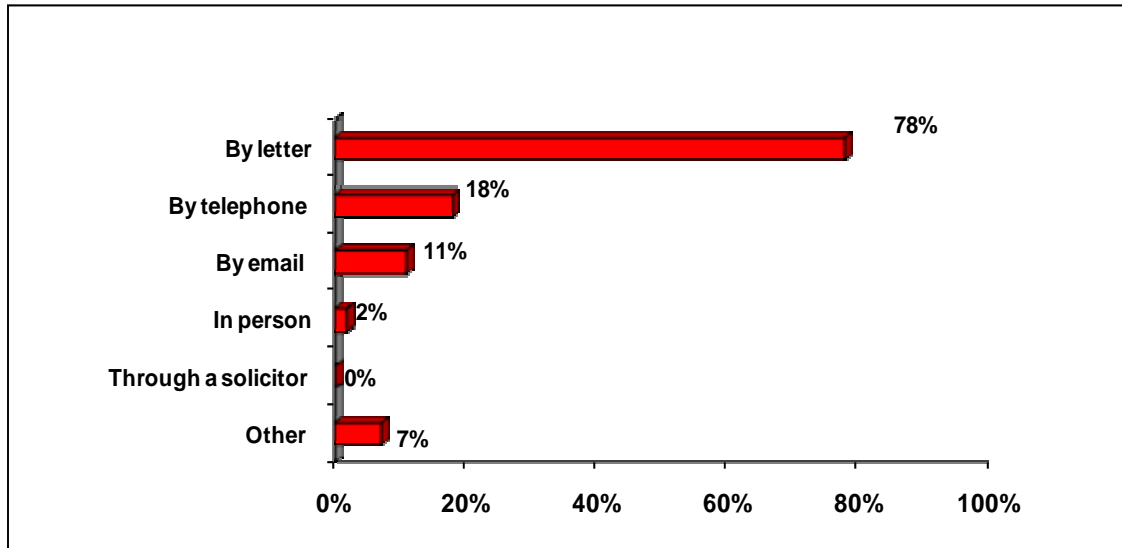


Base: 55 (All respondents who continued their application*) Source: CELLO **mruk** research
* = routing change caused base to be slightly lower

Three quarters of respondents said that they did receive updates in the format they requested, with 16% saying that they did not.

Respondents were then asked how they had been kept informed.

Figure 2.28: How were you kept informed?

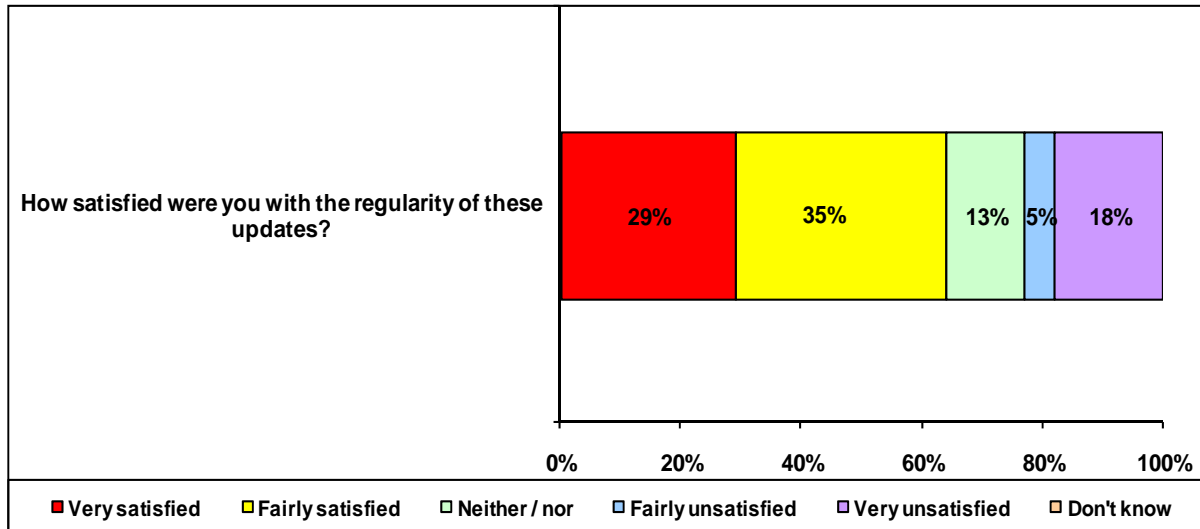


Base: 55 (All respondents who continued their application*) Source: CELLO **mruk** research

* = routing change caused base to be slightly lower

Over three quarters of respondents (78%) were kept informed by letter, with almost a fifth (18%) being kept informed by telephone.

Figure 2.29: How satisfied were you with the regularity of these updates?



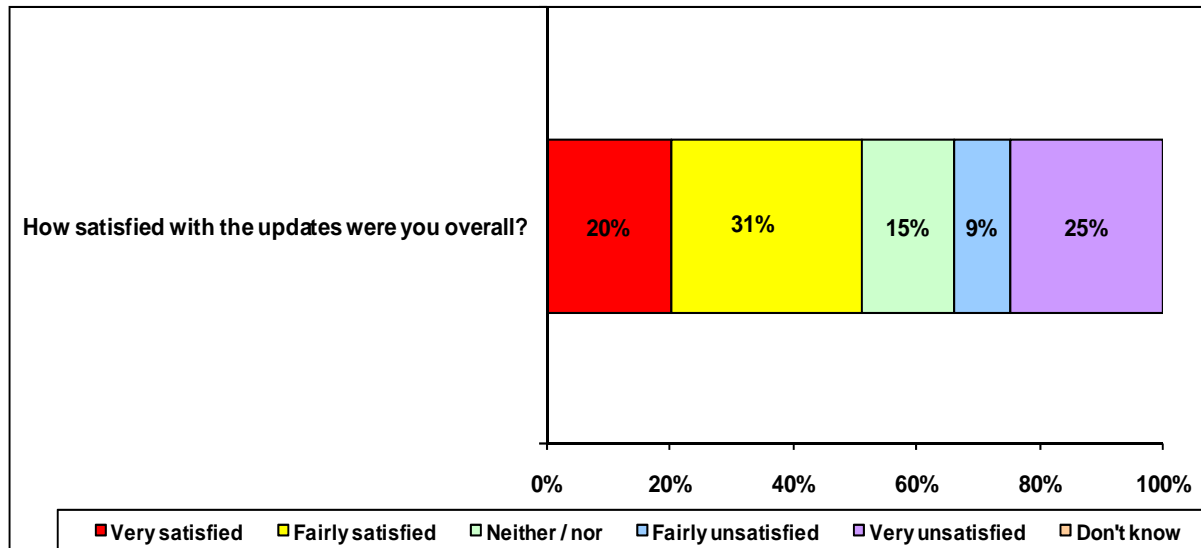
Base: 55 (All respondents who continued their application*) Source: CELLO **mruk** research

* = routing change caused base to be slightly lower

When asked how satisfied with the regularity of the updates they were, 64% answered that they were either 'very' or 'fairly' satisfied, with 24% saying they were either very or fairly unsatisfied.

Respondents were then asked to rate their satisfaction with the updates overall.

Figure 2.30: How satisfied with the updates were you overall?



Base: 55 (All respondents who continued their application*) Source: CELLO **mruk** research
* = routing change caused base to be slightly lower

Just over half (51%) claimed to be either ‘very’ or ‘fairly’ satisfied with the updates overall. Just over a third (35%) were either ‘very’ or ‘fairly’ unsatisfied.

During the depth interviews, reasons for dissatisfaction were explored:

‘they don’t seem to progress, so what are they going to tell me?’

‘I’ve been kept very well informed of no progress’

‘I haven’t heard anything for over a year!’

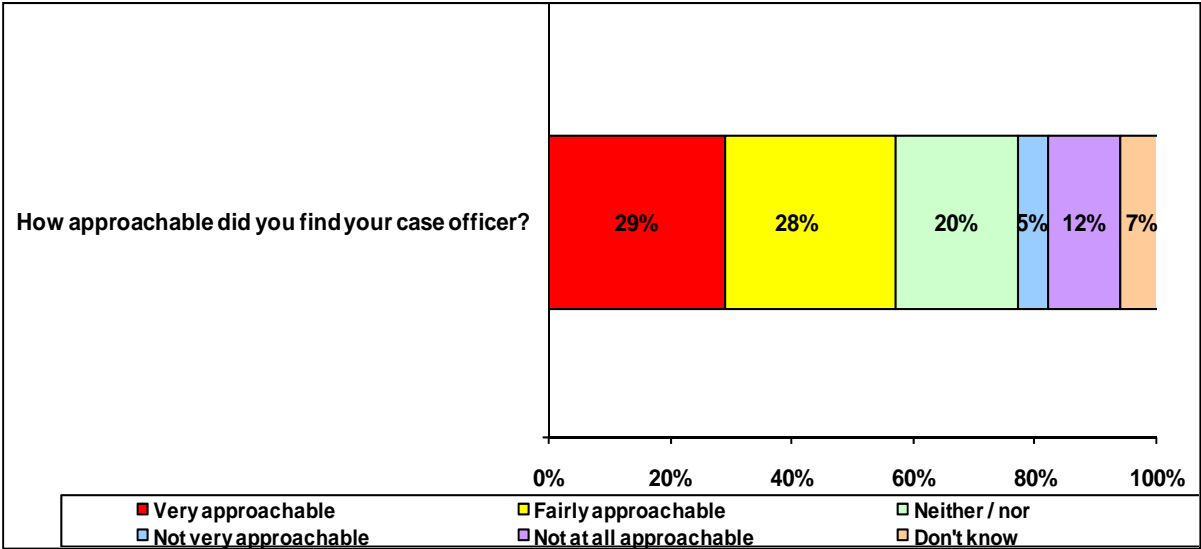
‘I haven’t had any’

‘I’ve not been told what’s happening, what’s going on, nothing’

2.5 Case Officer

All respondents who continued with their application were asked how approachable they found their case officer.

Figure 2.31: How approachable did you find your case officer?

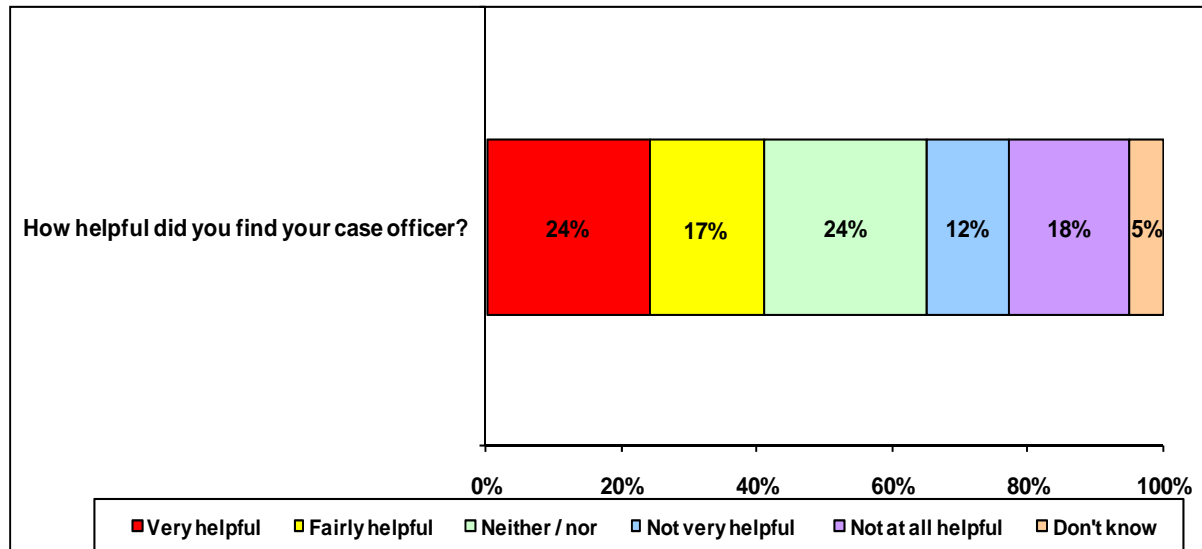


Base: 76 (All respondents who continued their application) Source: CELLO **mruk** research

Close to 3 in 10 (29%) replied that they found their case officer ‘very approachable’, and 28% said that they found them ‘fairly approachable’. A further 17% thought that their case officer was either ‘not very’ or ‘not at all’ approachable.

Respondents were then asked to rate how helpful they found their case officer to be.

Figure 2.32: How helpful did you find your case officer?

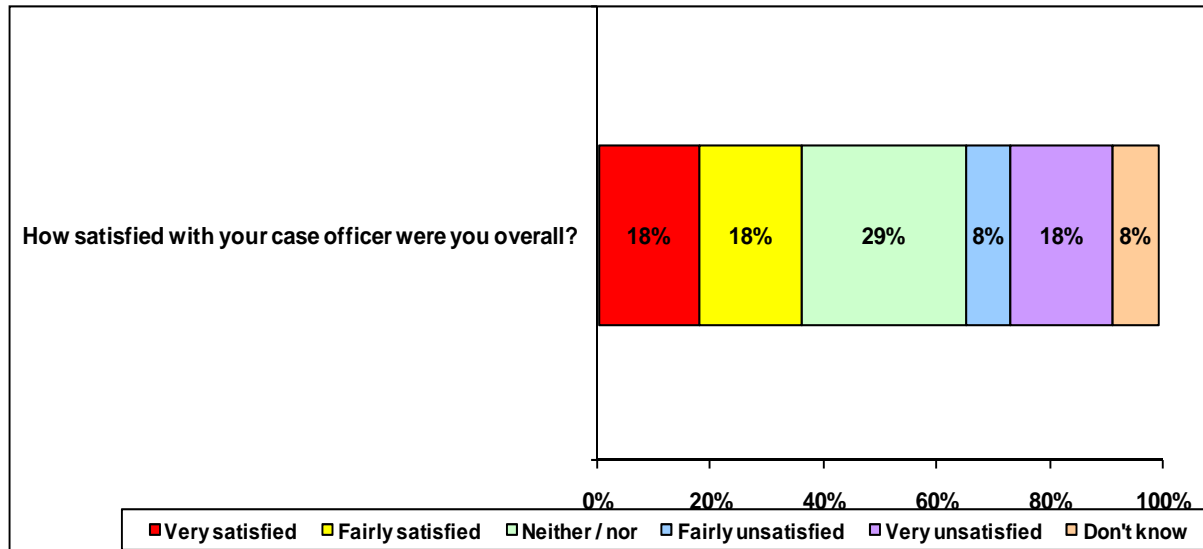


Base: 76 (All respondents who continued their application) Source: CELLO **mruk** research

Just under a quarter (24%) said they found their case worker to be ‘very helpful’, and 17% said they thought they were ‘fairly helpful’. A quarter thought their case worker had been neither helpful nor unhelpful, and 30% thought their case worker had been either very or fairly unhelpful.

The respondents were then asked how helpful they had found their case worker overall.

Figure 2.33: How satisfied with your case officer were you overall?



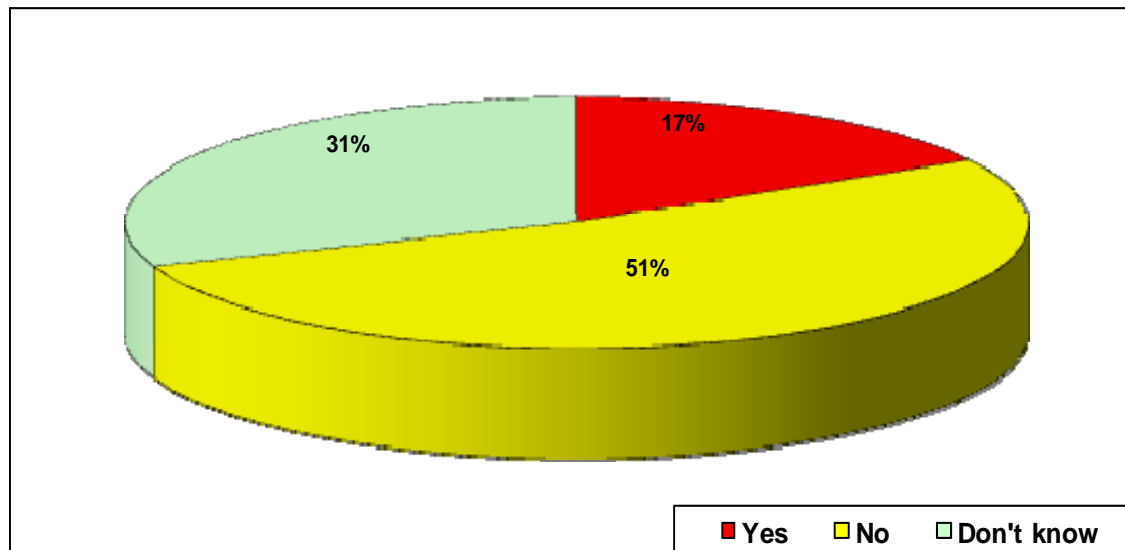
Base: 76 (All respondents who continued their application) Source: CELLO **mruk** research

Approaching 3 in 10 (29%) said that they were neither satisfied nor unsatisfied with their case officer, and 37% thought that they were either 'very' or 'fairly' satisfied with them. Just over a quarter (26%) said they were either 'very' or 'fairly' unsatisfied.

2.6 Outcome

Respondents who continued their application to full review were asked if the PCCS upheld their complaint against the police.

Figure 2.34: Did the PCCS uphold your complaint against the police?



Base: 36 (All respondents who continued their application to full review)

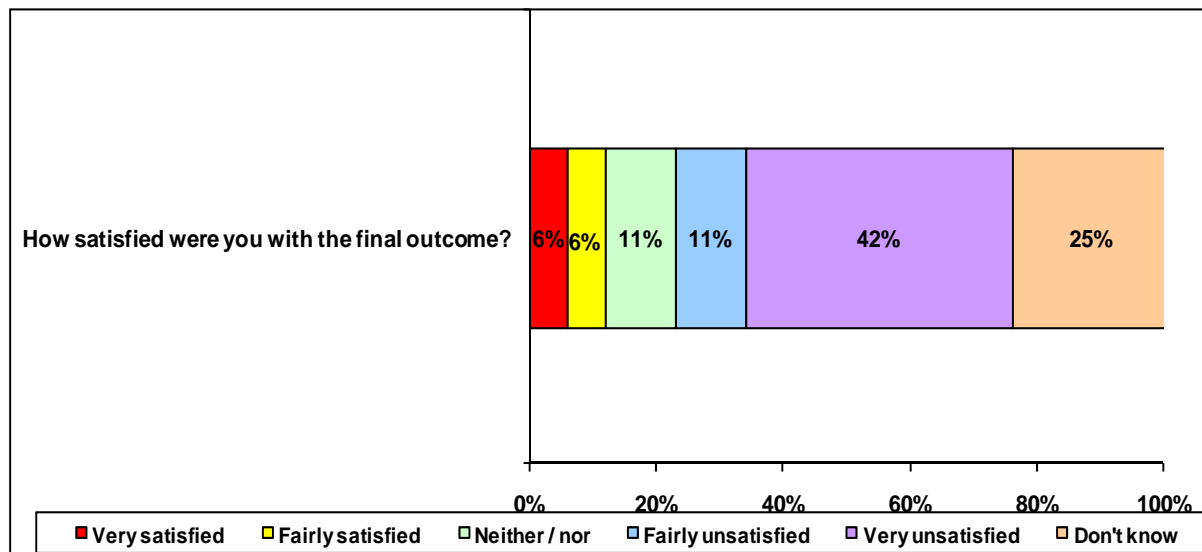
Source: CELLO **mruk** research

Just over half (51%) said that the PCCS had not upheld their complaint, while 17% said that they had. Almost a third of respondents (31%) said that they didn't know whether or not the PCCS had upheld their complaint.

As a follow on to this question and as part of wider significance testing carried out on the response data a strong correlation was recorded showing a link between responses to this question (Q33) and satisfaction with the published complaints handling review (Q36) showing a strongly significant score of 0.007 (a score of 0.05 or lower provides a truly significant correlation so this finding is significant). A similar level of correlation was also noted between Q33 and Q34 (satisfaction with the final outcome) with a score of 0.001 and also between this question (Q33) and Q40 (how impartial do you feel the PCCS are) where a score of 0.057 was recorded (this is close to being significant but again just falls out with truly significant result definitions).

They were then asked to rate their satisfaction with this final outcome.

Figure 2.35: How satisfied were you with the final outcome?



Base: 36 (All respondents who continued their application to full review)

Source: CELLO **mruk** research

Just over half (53%) were unsatisfied, with 42% rating themselves ‘very’ unsatisfied and 11% as ‘fairly’ unsatisfied. Just over 1 in 10 (11%) said they were either ‘very’ or ‘fairly’ satisfied. A quarter (25%) of respondents said they didn’t know whether they were satisfied or unsatisfied with the final outcome.

As a follow on to this question and as part of wider significance testing carried out on the response data a strong correlation was recorded showing a link between responses to this question (Q34) and overall opinion of the PCCS (Q39) showing a strongly significant score of 0.010 (a score of 0.05 or lower provides a truly significant correlation so this finding is significant). Clearly a strong link can be seen between satisfaction with the final outcome and opinion of the PCCS.

Respondents were then asked an open ended question in order to find out why they had been satisfied or unsatisfied with the final outcome. Verbatim responses have been included as Appendix C.

Reasons for dissatisfaction were explored during the depth interviews:

‘it doesn’t appear they’ve any enforcement powers – if that had been more clear at the start, I probably wouldn’t have bothered’

‘they could have said at the beginning that they couldn’t investigate it’

‘they must make sure they have contact with you so you know it’s being taken seriously and it’s not being thrown in a drawer and forgotten’

‘a terrible explanation – they didn’t address my main complaint at all!’

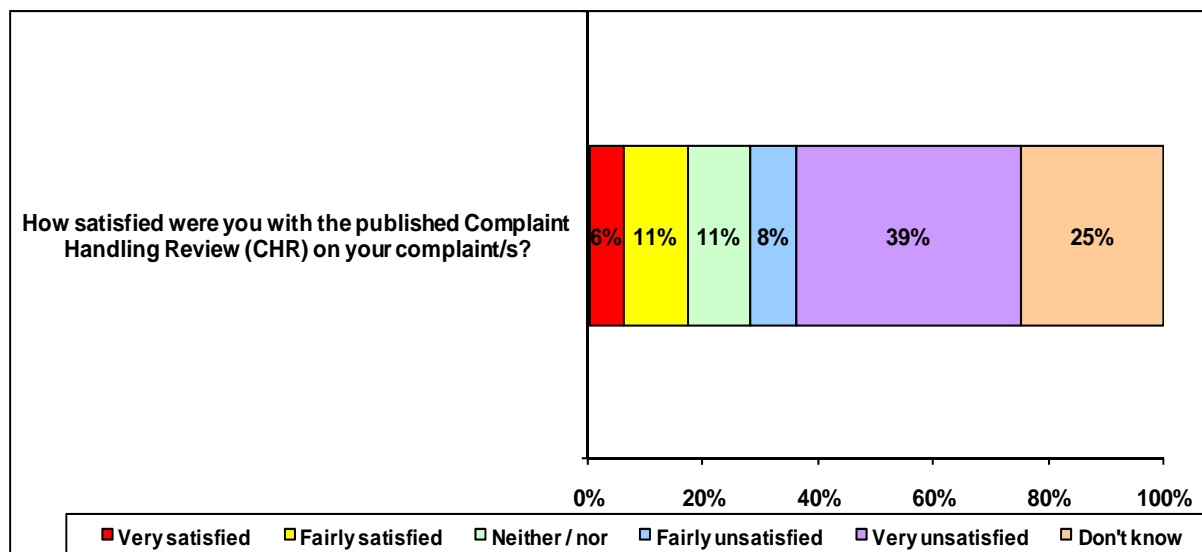
'I disagreed with the outcome'

'it's all pretty toothless isn't it'

'I don't doubt they were set up with the best of intentions but they are effectively neutered in terms of real power'

Respondents were then asked how satisfied they were with the published Complaint Handling Review (CHR) of their complaint(s).

Figure 2.36: How satisfied were you with the published Complaint Handling Review (CHR) on your complaint/s?



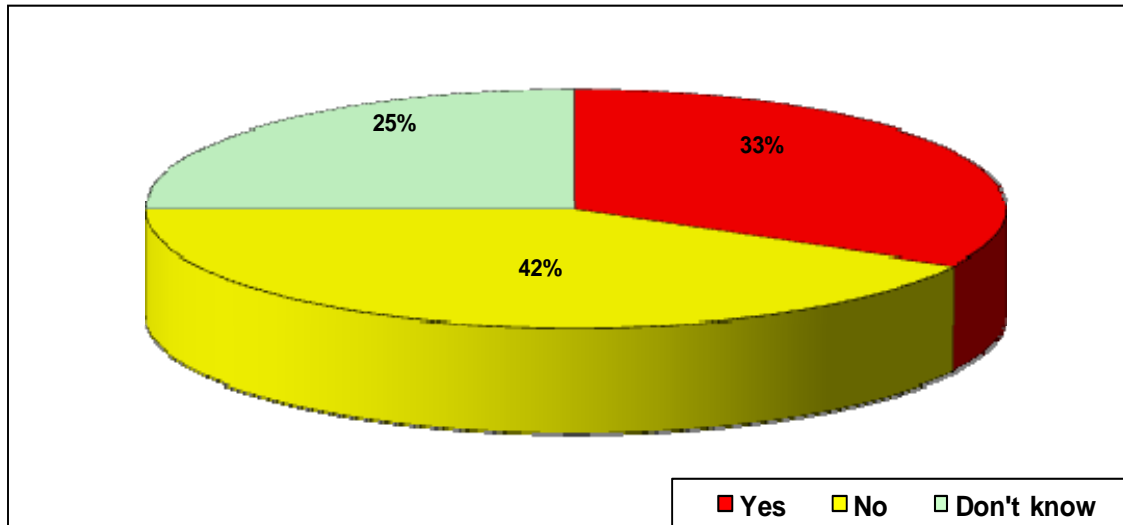
Base: 36 (All respondents who continued their application to full review)

Source: CELLO **mruk** research

Close to half (47%) were unsatisfied, with 39% rating themselves as 'very' unsatisfied and 8% as 'fairly' unsatisfied. However, 17% were either 'very' or 'fairly' satisfied. A quarter (25%) of respondents again said they did not know how satisfied they were.

Respondents were then asked if the CHR provided a full explanation of the how the Commissioner came to his decision.

Figure 2.37: Did the complaint handling review (CHR) provide a full explanation of how the Commissioner came to his decision(s)?



Base: 36 (All respondents who continued their application to full review)
Source: CELLO **mruk** research

A third (33%) of respondents said that it had, with 42% saying that it hadn't provided a full explanation. A quarter (25%) did not know.

As a follow on to this question and as part of wider significance testing carried out on the response data a strong correlation was recorded showing a link between responses to this question (Q37) and whether or not the complaint had been upheld (Q33) showing a strongly significant score of 0.034 (a score of 0.05 or lower provides a truly significant correlation so this finding is significant). Clearly a strong link can be seen between getting a full explanation (or not) and whether or not the complaint was upheld by the PCCS.

Answers were explored in more depth in the interviews:

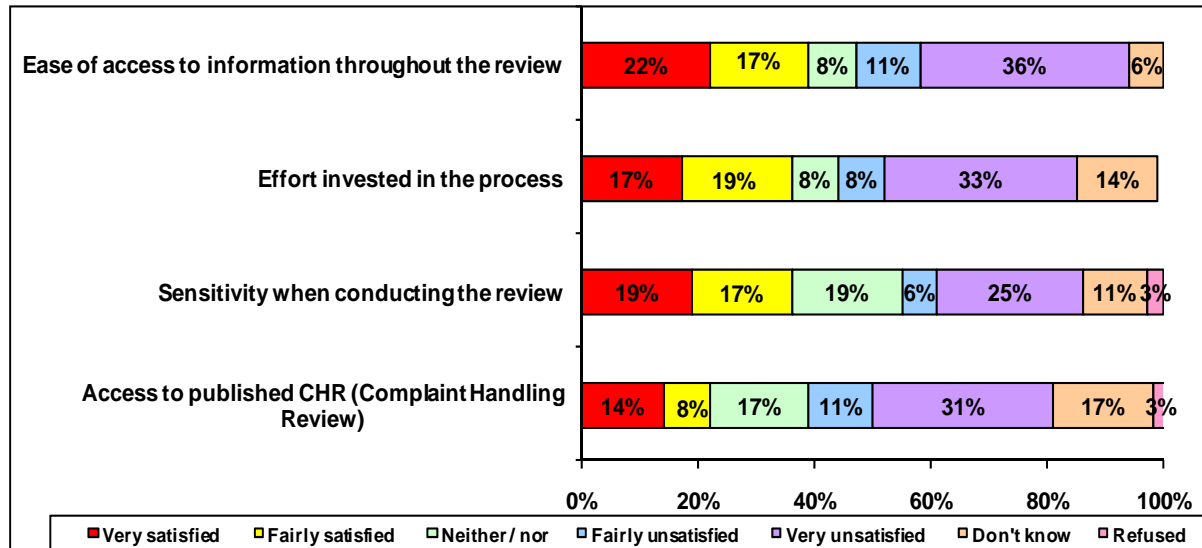
'I don't think it did [have a full explanation]. It just had the report and it just said his opinion on it and his thoughts on it. The judgement was there and that was it'

'It was a politician's answer and it didn't address my question'

'It was clear to me that he'd addressed these issues, but they weren't the ones I wanted addressed'

The respondents who had continued to a full review were then asked to rate their satisfaction with a number of different aspects of the review process.

Figure 2.38: How satisfied were you with:



Base: 36 (All respondents who continued their application to full review)

Source: CELLO **mruk** research

Almost 1 in 4 (39%) said they were either ‘very’ or ‘fairly’ satisfied with ‘ease of access to information throughout the review’. Approaching half (47%) said they were either ‘very’ or ‘fairly’ unsatisfied with this aspect.

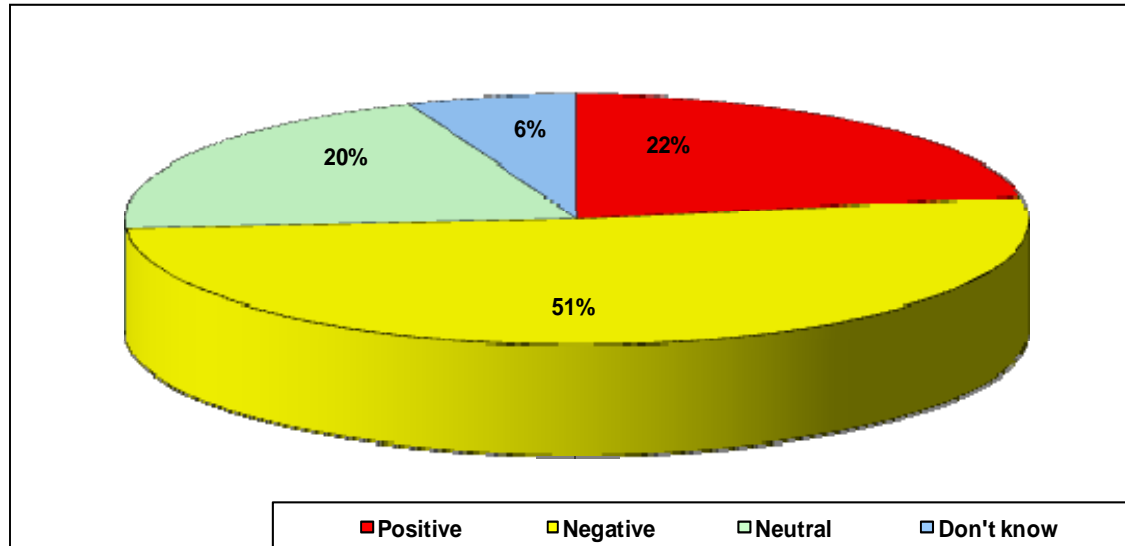
Over a third (36%) were either ‘very’ or ‘fairly’ satisfied with the ‘effort invested in the process’. However, 42% were unsatisfied.

When asked about the ‘sensitivity when conducting the review’, 37% were either ‘very’ or ‘fairly’ satisfied with the PCCS, and 31% were unsatisfied.

Close to a quarter (23%) of respondents were satisfied with ‘access to the published CHR (Complaint Handling Review)’, with 14% ‘very’ satisfied and 8% ‘fairly’ satisfied. 43% were unsatisfied: 31% ‘very’ unsatisfied and 11% ‘fairly’ unsatisfied.

All respondents were then asked what their overall opinion of the PCCS was.

Figure 2.39: What is your overall opinion of the PCCS



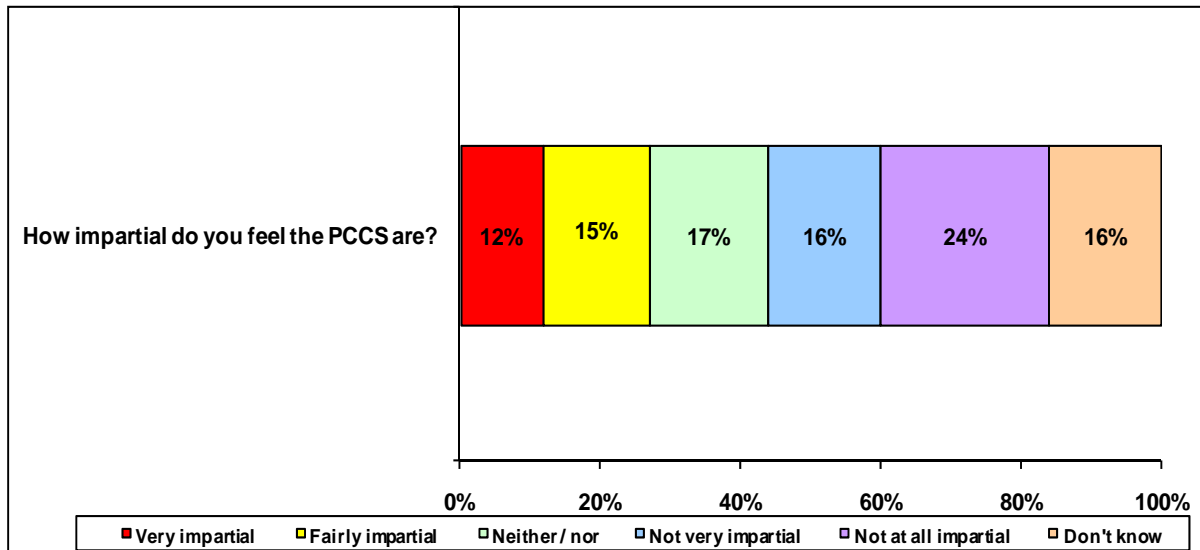
Base: 115 (All respondents) Source: CELLO **mruk** research

Over a fifth of respondents (22%) said that their overall opinion was positive. However, just over half (51%) said that their opinion was negative. Those who had made a previous complaint against a police force were more likely to have a negative opinion (63%). A fifth (20%) said their opinion was neutral, with women more likely than men to respond neutral (28% vs 18%).

Unsurprisingly, respondents who said they had had their complaint upheld by the PCCS were more likely to have a positive overall opinion of them (67%).

All respondents were then asked how impartial they thought the PCCS were.

Figure 2.40: How impartial do you feel the PCCS are?

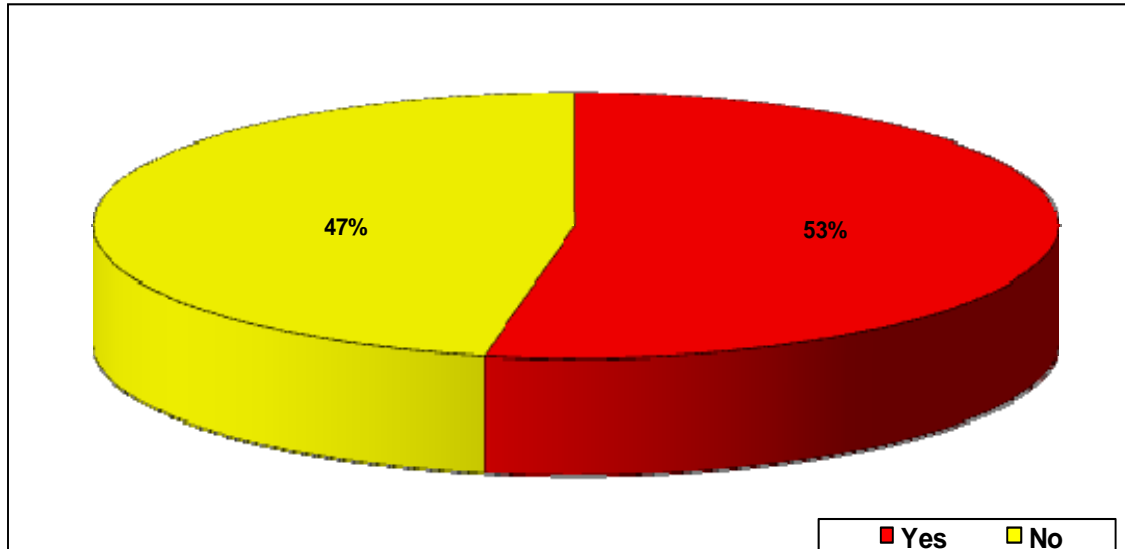


Base: 115 (All respondents) Source: CELLO **mruk** research

Over a quarter (27%) thought that the PCCS were impartial, with 12% saying they were 'very' impartial and 15% saying 'fairly' impartial. A further 17% respondents thought they were 'neither / nor' and 16% said they didn't know. Two fifths (40%) though that the PCCS was either not 'very' or not 'at all' impartial.

Respondents were then asked whether they thought their experience had altered their view of the PCCS.

Figure 2.41: Has this experience altered your view of the PCCS?

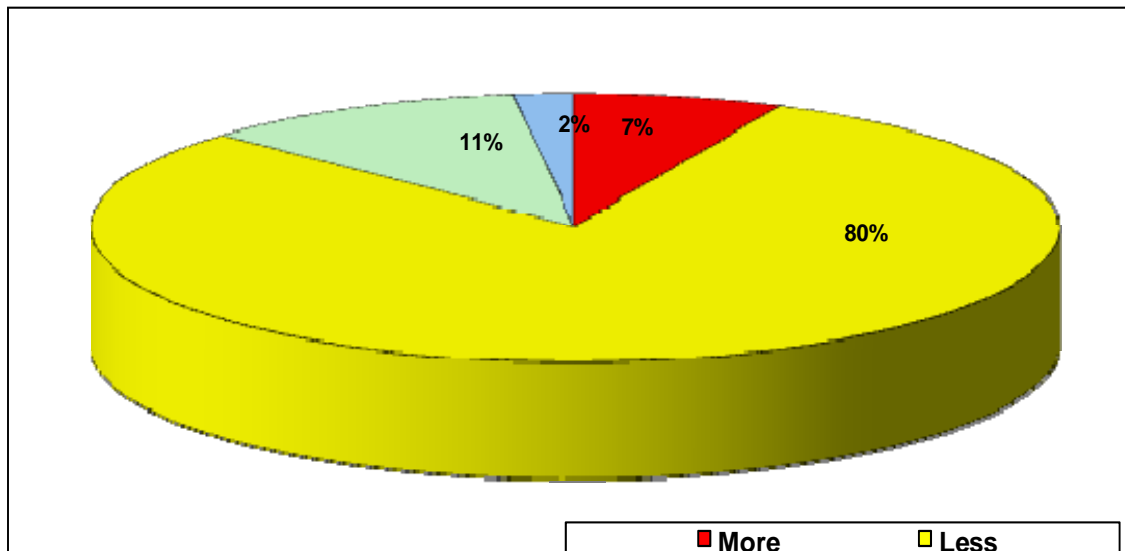


Base: 115 (All respondents)
Source: CELLO **mruk** research

Just over half (53%) said that it had. This figure was higher amongst those who had made a previous complaint against a police force (71%) and those whose overall opinion of the PCCS is negative (75%).

The respondents who thought that their experience had altered their views on the PCCS were asked if they had more or less faith in the PCCS being an independent and impartial body.

Figure 2.42: Having experienced the process, do you have more or less faith in the PCCS being an independent and impartial body?



Base: 61 (All respondents whose experience altered their view of PCCS)

Source: CELLO **mruk** research

Four fifths (80%) of those asked thought that they had less faith in the PCCS being an independent and impartial body. Just over 1 in 10 (11%) thought their level of faith was 'about the same', and 7% thought they had more faith.

As a follow on to this question and as part of wider significance testing carried out on the response data a strong correlation was recorded showing a link between responses to this question (Q42) and whether or not the complaint was upheld by the PCCS (Q33) showing a significant score of 0.040 (a score of 0.05 or lower provides a truly significant correlation so this finding is significant). Clearly a link can be seen between faith in the PCCS being impartial and whether or not the complaint was upheld by the PCCS.

All respondents were asked whether they would use the PCCS again if they had a similar situation in the future. Over half (51%) said that they would, and close to 1 in 10 (9%) said that they didn't know.

3. SUMMARY OF FINDINGS

The bullet points below summarises the main findings from the survey data collected.

Initial contact:

- 79% of respondents had not made a previous complaint against a police force
- 24% of respondents heard about the PCCS through a Police Force or through the internet (23%)
- 37% had heard of the PCCS prior to the current contact
- For those who made contact with the Police (26 respondents) there was a split in responses with 39% saying the explanation of the review process was done very or fairly well by the Police while 46% said it was not done well.
- At the initial stage of contact 29% of respondents rated their understanding of the review process as very or fairly good while 57% said it was very or fairly bad.
- 46% of respondents felt confident that their case would be treated fairly by the PCCS before contacting them – 39% felt the opposite of this saying they were not very or not at all confident in being treated fairly.
- 36% of respondents contacted the PCCS by phone while 35% used a letter.
- 59% of respondents had a reply to their initial contact within 7 days.
- 65% of respondents at this stage said that the process had been explained adequately to them.
- Most respondents said that they had received their explanation via letter (47%) while 33% said 'by phone'.
- 67% of respondents felt that at this stage they had enough information with which to feel confident in submitting an application.
- Of those who had received an explanation of the processes involved 80% said that this was very or fairly clear.

Staff:

- Of those who had an adequate explanation over the phone or by telephone, most (77%) said that staff had been either very or fairly approachable and 67% said that staff were helpful (13% said staff were unhelpful).
- Of those who had an adequate explanation using all methods, most (68%) said they were very or fairly happy with explanations of the process from staff.
- All respondents were then asked how satisfied they were with this first contact with the PCCS staff and 62% said they were very or fairly satisfied (24% said they were dissatisfied to some extent).
- At this stage respondents were asked if they had continued with their application – 31% continued to a full review while 26% continued but did not reach a full review
- When asked what they wanted to achieve through the review there was a wide range of responses with the most common being:
 - An independent investigation/enquiry/justice (42% mentioned this)
 - Officers to be punished (21% mentioned this)

- Complaint to be re investigated (21% mentioned this)
- An apology (18% mentioned this)
- Service improvements (10% mentioned this)

Updates

- For those who went to a full review 58% said that they were kept informed of the progress of their review
- 65% of respondent who continued with their application said that they received updates on their review at least every 28 days – 27% said less frequently than this.
- 75% said that they received these updates in the format that they had requested at the outset through their application (16% said they did not get this).
- 78% were kept informed by letter while 18% said by phone.
- 64% said they were satisfied with the regularity of their review updates.
- 51% of respondents who continued with their application said they were satisfied with their updates while 34% were dissatisfied to some extent.

Case Officer:

- Of all respondents who continued with their application 57% said their case officer was approachable while 17% said they were not.
- 41% said that their case officer was helpful while 30% did not.
- Overall satisfaction with the case officer was 36% (29% were neutral) while 26% were generally unsatisfied.

Outcome:

- 51% of those who went to full review said that their complaint was not upheld while 17% were upheld (31% were still awaiting a decision).
- Just over half (53%) were not satisfied with the outcome of the review while 12% were. 42% said they were very unsatisfied.
- 17% said that they were satisfied with the published review while 47% were not – 25% did not know as it had yet to be published.
- 33% felt that the review provided a full explanation of how decision were reached by the PCCS (42% said that this was not the case).
- On different aspects of the review process satisfaction was highest with:
 - ease of access to information throughout the review (39% satisfied while 47% were not)
 - effort invested in the process (36% satisfied while 42% were not)
 - sensitivity when conducting the review (36% satisfied while 31% were not)
 - access to the published review (22% satisfied while 42% were not)
- 22% of all respondents said that they had a positive view of the PCCS while 51% had a negative view (20% were neutral and 6% were unsure and said don't know)
- 27% of all respondents thought that the PCCS were impartial while 40% did not.
- 53% of respondents felt that their experience of using the PCCS had altered their views of the PCCS and of this group of 61 respondents, 80% said that they now had less faith in the PCCS being an independent and impartial body.

Appendix A

Q20 Why did you approach the PCCS?

1.00	TO INVESTIGATE THE BEHAVIOUR OF THE OFFICER
4.00	MISCARRIAGE OF JUSTICE
6.00	OUTCOME OF THE ORIGINAL COMPLAINT TO STRATHCLYDE POLICE WAS NOT TO THE RESPONDENTS LIKING.
7.00	POLICE WERE BULLIES
8.00	NOT HAPPY WITH RESPONSE FROM THE POLICE REGARDING MY COMPLAINT
9.00	DUE TO POLICE OFFICERS BEING RACIST
10.00	STRATHCLYDE POLICE WERE NOT HELPING ME AND MY MOTHER
11.00	THE POLICE WERE DOING NOTHING
12.00	TO MAKE COMPLAINT AGAINST POLICE OFFICER
13.00	THE POLICE DID NOT INVESTIGATE MY CASE PROPERLY.
14.00	WHEN SHE ORIGINALLY COMPLAINED TO THE POLICE FORCE THE COMPLAINT WASN'T DEALT WITH PROPERLY. IT JUST WENT ROUND IN CIRCLES (AND STILL IS) SO SHE THEN WENT TO THE PCCS.
15.00	NOT HAPPY WITH TREATMENT OF THE POLICE
16.00	COMPLAINT AGAINST A POLICE FORCE WHICH I FELT NEED INVESTIGATED
17.00	TO GET JUSTICE
18.00	I FELT THE POLICE WERE NOT DEALING WITH MY COMPLAINT
19.00	THE RESPONDENT'S NIECE WAS BEING CONTINUALLY HARASSED BY A SPECIFIC OFFICER.
20.00	TWO DISABLED PEOPLE HAVE BEEN ABUSED AND BULLIED BY THE LEGAL SYSTEM - I.E. GO TO COURT AND NOT REPRESENTED, THE COURT SAYING LYING TO THE COURT IS NOT PERJURY.
21.00	I WAS UNHAPPY WITH THE RESPONSE I RECEIVED FROM THE POLICE
22.00	THE POLICE WERE BEING LIARS AND CONMEN, COVERING UP PEOPLE.
23.00	THREATS FROM POLICE OFFICERS
24.00	I FELT THIS WAS ONLY THE ROAD TO TAKE
25.00	I WANTED TO MAKE A COMPLAINT ABOUT THE POLICE
27.00	BECAUSE OF TREATMENT FROM THE POLICE FORCE
28.00	I WAS TREATED UNFAIRLY BY A POLICE OFFICER
29.00	WAS NOT HAPPY WITH THE WAY POLICE INVESTIGATED A SITUATION CONCERNING HIS BROTHER. THEY MADE INAPPROPRIATE REMARKS TO HIM.
30.00	I FELT THE POLICE WERE NOT DOING THEIR JOB RIGHT
31.00	I THOUGHT THEY HANDLE IT
32.00	THE POLICE WERE FAKING REPORTS AND COVERING UP AND REFUSED TO CARRY OUT INVESTIGATIONS
33.00	GETTING HARASSED BY THE POLICE
35.00	RESPONDENT WAS GETTING NOWHERE WITH HIS ORIGINAL COMPLAINT TO THE POLICE FORCE INVOLVED.
36.00	OFFICERS WERE VERY PATRONISING, DIDN'T TAKE ME SERIOUSLY AT ALL
37.00	RESPONDENT IS TRYING TO GET A PROBLEM SOLVED WHICH HE BELIEVES IS A CRIMINAL MATTER BUT THE POLICE BELIEVE IT IS A CIVIL MATTER
38.00	POLICE REFUSED TO DEAL WITH MY COMPLAINT
39.00	TREATMENT HE RECEIVED FROM THE POLICE IN THE CELLS.
40.00	I WAS UNHAPPY WITH THE WAY THE POLICE HANDLED THE MATTER
41.00	I WANTED AN ORGANISATION OUTWITH THE POLICE FORCE TO HEAR ME OUT - THE TRUTH

42.00	AGAINST A CONSTABLE THAT FALSELY ACCUSED HIM IN COURT AND HE HAS BEEN CONTINUALLY HARASSED, AND HIS SON HAS ALSO BEEN ARRESTED BY THAT SAME OFFICER.
43.00	POLICE HAD COERCED WITNESS TO MAKE STATEMENTS AGAINST MY FAMILY
44.00	RESPONDENT WAS WRONGLY ACCUSED OF DRINK DRIVING, AND HAD TO ATTEND A DRINK DRIVING RELATED COURSE.
45.00	WAS TREATED VERY RUDELY AND UNFAIRLY BY A POLICE OFFICER, AND WAS REFERRED TO THE PCCS BY THE POLICE FORCE.
46.00	TOO SEE IF THEY COULD HELP.
47.00	BECAUSE THE POLICE WERE NOT HANDLING THE COMPLAINT ANYMORE.
48.00	THE POLICE DAMAGED MY HOUSE AND MY HEALTH
49.00	THROUGH LETTER. AND THE POLICE SAID THAT THEY WERE NOT FINISHED WITH THE CASE YET.
50.00	NO FAITH IN THE POLICE FORCE INVESTIGATING THEMSELVES
51.00	TO COMPLAIN FOR SPEEDING WHEN I HAD NOT BEEN
52.00	HAD COME TO A DEAD END WITH THE INTERNAL INVESTIGATION. THE CONCLUSIONS GIVEN WERE NOT SATISFACTORY.
53.00	BECAUSE HE HAD EXHAUSTED ALL OTHER POSSIBILITIES WITH REGARDS TO THE COMPLAINT
54.00	TO COMPLAIN ABOUT GRAMPIAN POLICE
55.00	MY DAUGHTER WAS SEXUALLY ASSAULTED. POLICE TREATED HER AS IF SHE WAS A WHORE. A FALSE DOCUMENT WAS WRITTEN. CONTACTED EVERYBODY INCLUDING GORDON BROWN TOO.
56.00	RESPONDENT WAS BEING HARASSED FROM THE POLICE REGARDING THE MARBLE CLUB
57.00	WASN'T HAPPY WITH THE EXPLANATIONS AND EXCUSES RECEIVED FROM THE POLICE.
58.00	TO TRY AND GET THE POLICE TO STOP GOING TO ELDERLY LADIES HOUSE LOOKING FOR HER SON WHO IS ALWAYS IN AND OUT OF PRISON
59.00	BECAUSE HE COULDN'T GET ANY SATISFACTION FROM THE POLICE FORCE THEMSELVES.
60.00	NOT HAPPY WITH EXPLANATION GIVEN BY CHIEF OF ROAD POLICING
61.00	DISSATISFIED WITH THE POLICE NOT DOING ANYTHING, TAKING TOO LONG + ALSO WAS BEING ENCOURAGED TO REPORT TO PCCS BY THE CHAIR OF THE LOCAL POLICE COMMITTEE
62.00	STOPPED FOR TINTED WINDOWS, NOT AWARE IT WAS ILLEGAL. PROSECUTED VERY ABRUPTLY
63.00	I HAD A COMPLAINT AGAINST THE POLICE
64.00	THOUGHT IT WOULD SUPPORT MEMBERS OF PUBLIC AGAINST POLICE DEPARTMENT.
65.00	NOT SATISFIED WITH THE RESULT FROM THE POLICE
66.00	THE POLICE COMPLAINT PROCEDURE WAS SO POORLY CONDUCTED THAT HE DECIDED TO GO TO THE PCCS.
67.00	RESPONDENT WAS UNHAPPY WITH THE OUTCOME FROM THE INVESTIGATION INTO HER ORIGINAL COMPLAINT TO THE NORTHERN CONSTABULARY
69.00	COVERING CHILD ABUSE BY A HIGH COURT JUDGE AND SENIOR POLICE OFFICERS
70.00	I FELT THERE WERE IRREGULARITIES.
71.00	WITH REGARDS TO A SPECIFIC POLICE OFFICER, THE RESPONSE WHEN HE ORIGINALLY COMPLAINED TO THE SUPERVISOR WAS VERY UNSATISFACTORY.
73.00	DIDN'T GET A SATISFACTORY RESULT OF HIS COMPLAINT TO THE POLICE.
74.00	FELT HANDLING OF INITIAL COMPLAINT TO STRATHCLYDE POLICE WAS VERY POOR.
75.00	HAD PROPERTY STOLEN FROM HIM, THE POLICE DID NOT INVESTIGATE IT

	PROPERLY, HE CONTINUALLY CONTACTED THEM FOR PROGRESS BUT CALLS WERE NEVER RETURNED.
76.00	IT WAS THE INSPECTORS THAT TOLD US TO DO THIS
77.00	RACISM
78.00	THEY ONLY DEAL WITH THIS KIND OF THING
79.00	WAS ADVISED TO DO SO, SO THAT THE POLICE COULD LEARN FROM WHAT HAD HAPPENED.
80.00	ONLY AVENUE OPENED
81.00	I WAS NOT HAPPY WITH THE POLICE PROCEDURE
82.00	I WAS NOT HAPPY WITH THE POLICE FORCE
83.00	I HAD EVIDENCE OF CORRUPTION
84.00	TO COMPLAINT AGAINST THE POLICE.
86.00	SO THAT THEY SORT YOUR SITUATION OUT - TREATED VERY BADLY BY THE POLICE.
87.00	POLICE OFFICER USING UNNECESSARY FORCE, THERE IS CCTV EVIDENCE OF THIS
88.00	STRATHCLYDE POLICE DID NOT FULLY ADDRESS HIS ORIGINAL COMPLAINT AND TOOK FAR TOO LONG TO DO EVEN THIS.
89.00	RESPONDENT WAS WRONGFULLY ARRESTED AND CHARGED FOR ROBBING A BANK.
90.00	HAD ORIGINALLY COMPLAINED TO THE POLICE AND GOT NO FEEDBACK FROM ANY DEPARTMENTS. NOTHING EVER SEEMED TO HAPPEN. WAS PROMISED MEETINGS WHICH NEVER TOOK PLACE, AND STILL NOTHING EVER HAPPENED.
91.00	RESPONDENT WAS CONCERNED THAT OFFICERS WERE PERVERTING THE COURSE OF JUSTICE AND BREAKING THE LAW. HE HAD A LETTER WRITTEN THAT CONTAINED MANY LIES. HE WAS ADVISED THEN TO APPROACH THE PCCS.
92.00	WAS NOT HAPPY WITH THE OUTCOME OF THE COMPLAINT WITH THE POLICE FORCE.
93.00	I DIDN'T LIKE THE OUTCOME OF THE POLICE SUPPORT
94.00	POLICE DID NOTHING TO LOOK FOR THE MEN WHO HELD TWO GUNS TOWARDS ME. IN ANOTHER INCIDENT, POLICE CONDUCT WAS NOT SATISFACTORY.
95.00	TO FIND OUT THE INITIAL PROCEDURES IN COMPLAINING TO THE POLICE.
96.00	DUE TO THE SIZE OF THE COMPLAINT THAT HE WAS MAKING, THERE WAS NO OTHER INDEPENDENT BODY HE WAS ABLE TO TURN TO.
97.00	SO THE MATTER WOULD BE SOLVED
98.00	I WANTED THEM TO INVESTIGATE THE POLICE FORCE AND GET ANSWERS THAT I COULD NOT
99.00	THE CONSTABULARY HE WROTE TO ORIGINALLY DID NOT DEAL WITH THE CASE AS THE OFFICER HAD RETIRED.
100.00	I WAS ACCUSED OF DIFFERENT THINGS AND POLICE DID NOT BELIEVE ME
101.00	FOR HELP
102.00	BECAUSE IT WAS AN OPTION OPEN TO HIM.
103.00	TO LOOK INTO IT BECAUSE I WAS TOLD THERE WAS NO TIME LIMIT
104.00	I WAS UNHAPPY WITH THE INVESTIGATION BY POLICE AND THEIR CONCLUSION.
105.00	COMMENT RE POOR CONSTRUCTION OF WEBSITE, RESULTING IN POOR PROFESSIONAL, NEVER MIND PUBLIC ABILITY TO ACCESS INFORMATION/COMPLAINT REVIEWS AND INAPPROPRIATE USE OF TERMINOLOGY.
106.00	BECAUSE SOME OF THE INCIDENTS I COMPLAINED ABOUT AND PHONE CALLS I MADE HAD NEVER BEEN DOCUMENTED AND THEREFORE COULD NOT BE INVESTIGATED. INSPECTOR (RESPONDENT NAMED PERSON) ADMITTED NOT

	EVERYTHING GETS DOCUMENTED, WHICH I FIND UNACCEPTABLE AS IT HAS MADE INVESTIGATION OF MUCH OF MY COMPLAINT IMPOSSIBLE. MANY CONCERNS I HIGHLIGHTED DURING THE INTERNAL INVESTIGATION WERE NEVER EVEN TOUCHED ON. ALSO, I KNOW THAT DURING THE INTERNAL INVESTIGATION PC (RESPONDENT NAMED PERSON) GAVE AN EXTREMELY INACCURATE ACCOUNT
107.00	DID NOT THINK POLICE HANDLED AN IDENTITY FRAUD VERY WELL. I WAS INFORMED BY THE POLICE THAT SOMEONE HAD CREDIT CARDS IN MY NAME BUT ALL DEBTORS WERE NOT INFORMED PROPERLY THEREFORE I STILL HAD PROBLEMS WITH THESE COMPANIES. I WAS ALSO CONFUSED AS TO WHY THE POLICE WOULD NOT GIVE ME AN INCIDENT NUMBER AS THIS WAS WHAT ALL COMPANIES IMMEDIATELY ASKED ME FOR.
108.00	CONTEMPT OF COURT THEFT OF PATENT MOULD .HAVE CONTEMPT OF COURT IN TYPED PAGES.IN COURT SAID THEY MADE 4 RUBBER STEPS. I HAVE A RECEIPT FROM P O (RESPONDENT NAMED PERSON) FOR 24 RUBBER STEPS MADE BY (RESPONDENT NAMED COMPANY). WHERE DID THEY GET THE MOULD TO MAKE THE STEPS. THE NAME OF THE MAN WHO ALTERED THE MOULD WAS GIVEN TO THE POLICE. HE HAS NOT BEEN SEEN BY THE POLICE. IT IS A WHITE WASH JOB BY THE POLICE
109.00	UNFAIRLY TREATED BY POLICE
110.00	PLAINLY NO DIRECT WAY OF OBTAINING SATISFACTION FROM POLICE
112.00	STOPPED BY OFFICER WHO WAS WALKING IN THE ROADWAY CAUSING DRIVER IN FRONT TO SLOW TO AN ALMOST STOP, I LOOKED BEYOND AND TO DO SO MOVED INTO BUS LANE SLIGHTLY AND WAS PULLED OVER AND BREATHALYSED. THE OFFICER WAS OFFICIOUS AND HELD ME THERE AS LONG AS POSSIBLE. ON COMPLAINT A SENIOR OFFICER CALLED ME TO SAY THAT HE WOULD HAVE A WORD ABOUT POSITIONING. I STILL HAD TO PAY A FINE. HOWEVER I HAVE SINCE DISCOVERED THAT IT IS LAWFUL TO MOVE INTO A BUS LANE TO AVOID AN OBSTRUCTION WHICH IS WHAT THE OFFICE
114.00	WAS DISGUSTED WITH THE WAY WE WERE TREATED BY THE POLICE
115.00	THE POLICE CLEARLY BROKE THE HUMAN RIGHTS ACT, AND ARRESTED ME WHEN MY ACTIONS WERE CLEARLY PROTECTED UNDER THE RIGHT TO FREE SPEECH AS BEING JOURNALISTIC. THERE WAS ALSO NO NEED FOR AN ARREST AND BY PRESIDENT IN ENGLAND, AN ARREST SHOULD ONLY BE CARRIED OUT WHERE THERE WAS AN IMMEDIATE THREAT OF BREACH OF THE PEACE. AND THEY THREATENED TO BRING IN SOCIAL SERVICES, AND THE KIND OF ALLEGATION THEY LEVELLED LEFT ME FEELING DIRTY AND TOTALLY UNDERMINED AS A PERSON AND CLOSE TO SUICIDE.

Appendix B

Q23 How long should it have taken?

1.00	6 MONTHS
7.00	SIX WEEKS
8.00	THREE MONTHS
10.00	2 MONTHS
13.00	3 MONTHS
17.00	NOT SURE
20.00	AT LEAST TWO/THREE WEEKS
28.00	3 WEEKS
29.00	DON'T KNOW - VERY COMPLEX
32.00	A FEW WEEKS
37.00	ABOUT 8 WEEKS OR SO
40.00	I DON'T KNOW I WAS JUST INTERESTED IN THE QUALITY
50.00	3 MONTHS
53.00	NO LONGER THAN 3 MONTHS
57.00	HAS NOT COMPLETED THE REVIEW YET BUT BELIEVES IT SHOULD TAKE A COUPLE OF MONTHS OR SO
59.00	NO MORE THAN A MONTH.
60.00	TWO WEEKS AT THE MOST
63.00	SIX WEEKS
69.00	6 MONTHS
78.00	ABOUT 3 MONTHS
80.00	THREE MONTHS
81.00	TWO MONTHS
82.00	3 MONTHS
83.00	NOT VERY LONG
101.00	WITHIN 6 MONTHS
106.00	I'M AFRAID I DO NOT FEEL QUALIFIED TO PUT A TIME ON IT AS SUCH, BUT I WAS NEVER ASKED TO CLARIFY ANY DETAIL IN MY EMAIL, OR IN THE DOCUMENTS POSTED OUT AND MY EXPERIENCE GENERALLY IS THAT SUCH THINGS USUALLY NEED CLARIFICATION TO SOME DEGREE, THEREFORE I FEEL SOME MORE ATTENTION TO DETAIL SHOULD HAVE BEEN PAID HERE. WITH RESPECT TO THE INTERNAL INVESTIGATION, MONTHS WENT BY WITHOUT ANY UPDATES. REGARDING THE POLICE COMMISSIONER INVESTIGATION, ALTHOUGH THERE HAVE BEEN UPDATES, THEY CONTAIN ABSOLUTE
110.00	1-3 MONTHS

Appendix C

Q35 Why do you say that?

1.00	THE CASE IS NOT CLOSED
7.00	I NEVER GOT TO SPEAK WITH ANYONE
8.00	THE INVESTIGATION WAS NOT INDEPENDENT THE COMMISSIONERS OFFICE ADMITTED IN WRITING IT DEPEND ON THE RESPONSE OF GRAMPIAN POLICE
10.00	THE CASE IS STILL ON GOING AND THE POLICE ARE PROTECTING THE PEOPLE WHO COMMITTED VIOLENCE AGAINST MY MOTHER.
13.00	THE POLICE DID NOT INVESTIGATE THE CASE PROPERLY.
17.00	ITS STILL ON GOING
20.00	THE INDEPENDENT POLICE COMPLAINT COMMISSIONER SAID HIS VERSION OF THE STORY WAS DIFFERENT FROM THAT OF THE POLICE'S VERSION.
21.00	MY CASE IS STILL ON GOING
28.00	THERE SHOULD HAVE BEEN BETTER COMMUNICATION BETWEEN ME AND THE POLICE
29.00	DON'T KNOW OUTCOME YET
32.00	THERE IS EVIDENCE BETWEEN PCCS AND DUMFRIES AND GALLOWAY POLICE WERE IN A CONSPIRACY TO COVER UP THE TRUTH
36.00	BECAUSE IT WASN'T TAKEN SERIOUSLY THROUGHOUT, WISH THERE WAS A WITNESS TO PROVE ME CORRECT
37.00	RESPONDENT STILL HAS NOT CHANGED HIS VIEW AND THE MATTER IS STILL UNRESOLVED AND HE IS HAVING TO TRY TO RESOLVE IT USING OTHER METHODS.
40.00	IT WAS A LENGTHY COMPLAINT. I WAS CHARGED ORIGINALLY. I DID NOT TAKE ANY ACTION AT THE TIME. THE POLICEMEN FELT THAT IF HE DID NOT CHARGE ME THEN THERE WOULD HAVE BEEN OTHER PROBLEMS. HE BELIEVED THAT HIS PERFORMANCE WAS BEING MONITORED AND I ASKED HIM TO SEE ANOTHER OFFICER BUT HE REFUSED TO DO SO I THOUGHT THE POLICE CONSULT WITH OTHER AGENCIES BUT THEY DO NOT DO THAT.
43.00	NOT COMPLETED
48.00	THERE WAS NOT A PROPER INVESTIGATION
50.00	NOTHING WAS DONE
53.00	THE REMIT IS SO LIMITED THAT THEY HAVE NO INVESTIGATIVE POWERS, ALL THE CAN INVESTIGATE IS WHAT THEY'VE BEEN TOLD BY THE FORCE IN QUESTION.
56.00	HASN'T HAD THE FINAL OUTCOME YET.
57.00	HAS NOT BEEN GIVEN THE FINAL OUTCOME
58.00	POLICE NOT VISITED THE OLD LADY AGAIN
59.00	IT WAS A STRAIGHT FORWARD COMPLAINT, WHAT THE POLICE DID WAS COMPLETELY OUT OF ORDER. WAS NOT SATISFIED WITH THE OVERALL OUTCOME, AND HE RECEIVED AN ALMOST RUDE LETTER EXPLAINING THEY WOULDN'T BE UPHOLDING THE COMPLAINT. HE FELT THE TONE OF THE LATER WAS TO SAY NOT TO TROUBLE THEM AGAIN.
60.00	NO REPLY TO MY EMAIL
61.00	FOUND IT ASTOUNDING THAT THE POLICE FORCE CAN EFFECTIVELY DICTATE THE TIMETABLE WHEN THE PCCS CAN TAKE ACTION THEREFORE CAN RESTRICT THE COMPLAINTS THAT THEY CAN TAKE + OBSTRUCT THE PCCS WITH REGARDS TO DELAY. NEGATES THE PURPOSE THE OF THE REGULATORY BODY - THIS AREA OF STATUTORY POWER SHOULD BE REVIEWED.

62.00	BECAUSE IT WASN'T TAKEN SERIOUSLY
63.00	I KNEW THE POLICE WAS COVERING THINGS UP
69.00	STILL CONTINUING
71.00	DIDN'T GET THE OUTCOME HE WANTED BUT THE OFFICER HIMSELF CHANGED HIS ATTITUDE.
74.00	FELT IT WAS A CLEAR BREACH OF THE POLICE SCOTLAND ACT - FELT IT WAS VERY STRAIGHT FORWARD THAT THE POLICE WERE NOT MEETING THEIR OBLIGATIONS UNDER THE POLICE SCOTLAND ACT. ALSO FELT THEY WERE NOT IMPARTIAL WITH REGARDS TO THE POLICE.
76.00	IT TOOK TO GET BACK TO ME
77.00	PCCS GOT THEM TO REOPEN THE CASE AND GET AN EXPLANATION
78.00	THE WHOLE ARGUMENT WAS INVOLVED ABOUT THE POINT OF LAW. THE AUTHORITY DID NOT ADDRESS THE ONE ISSUE THAT I WANTED THEM TO ADDRESS. THEY COMMISSIONER HIMSELF WENT TO A GREAT DEAL OF TIME BECAUSE I TORTURED THEM TO TAKE THE COMPLAINT INTO CONSIDERATION. THE POINT IS STILL AN ISSUE. I HAVE FORCED THE AUTHORITY TO CHANGE THE WAY THEY DO THE BUSINESS.
80.00	SUP OF COMPLAINTS DEPT HAD LOGGED INFO WRONG
81.00	THE PCCS DID NOT ANSWER MY QUESTIONS THEY AVOIDED IT
82.00	IT IS STILL UNDER REVIEW
83.00	BELIEVE IT WAS BIT OF A COVER UP
86.00	THEY ARE NOT IMPARTIAL FROM THE POLICE
99.00	THEY DIDN'T DO ANYTHING ABOUT IT AT ALL.
101.00	STILL CONTINUING
106.00	BECAUSE I HAVE NOT RECEIVED THE FINAL OUT COME YET AND ALTHOUGH I HAVE RECEIVED UPDATES, THEY ONLY CONFIRM THE INVESTIGATION IS ONGOING, THEY DO NOT GIVE ANY INDICATION OF PROGRESSION
110.00	STILL WAITING - FOR NEW COMMISSIONER I UNDERSTAND - MOMENTUM LOST? - SHOULD I REFOCUS ESSENTIALS OF COMPLAINT - WOULD LIKE TO TALK THROUGH PCCS COMMISSIONER NOW WITH POLICE