

Confidence in the police complaints system: a survey of the general population

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Foreword

A key aim of the Independent Police Complaints Commission (IPCC) is to increase confidence in the police complaints system. It aims to do this by improving responsiveness to complainants and so transforming the way the police handle complaints from the public.

The IPCC has a legal duty to oversee the whole of the complaints system and to ensure that improvements occur for those that use it – this is called our guardianship role. An important part of this guardianship role is the research programme which provides evidence and contributes to our understanding on how the complaints system is working and identifies issues of concern. We conducted the survey presented in this report at an early stage in the IPCC's history in order to measure confidence in the complaints system and awareness of our organisation. By repeating it in the future, we plan to track changes which will help us to judge whether progress has been made.

The survey indicates that willingness to complain and awareness of the IPCC are perhaps higher than anticipated. However, certain groups are less confident and more sceptical of the complaints system. These groups include young people, Black and minority ethnic communities and those from lower socio-economic groups – the same groups that have traditionally had more difficult relationships with the police. The survey will help us to focus future efforts that seek to raise awareness of, and confidence in, the complaints system. This study is therefore part of a wider and continuing programme of work which will help us to fulfil our aim of increasing confidence in the complaints system as a whole.



Nick Hardwick
Chair, IPCC

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Summary

Contact with the police
Contact with the police

Awareness of the IPCC
Awareness of the IPCC

Willingness to complain
Willingness to complain

Perceptions of the IPCC
Perceptions of the IPCC

Table 3.2
Percentage of respondents they have heard of

SEX	
SEX: Male	66%
SEX: Female	34%
SOCIO-ECONOMIC GROUPS	
SECTOR	PERCENTAGE
A	20%
B	43%
C	60%
D	57%
E	47%
ETHNICITY	
Ethnicity: Asian	27%
Ethnicity: Black	38%
Ethnicity: White	65%
Ethnicity: Other	47%

Background and aims

The police complaints system is one of the three pillars of police accountability and as such it is important that the public are fully aware of its existence and role and that they have faith in its ability to hold the police to account. The previous complaints system suffered from criticism that it was not independent of the police or transparent in its functions, and that it therefore did not have public confidence. The Independent Police Complaints Commission (IPCC) came into operation in April 2004 and was established with the aim of overcoming some of the problems of the previous system.

It is therefore important to establish levels of public confidence in and awareness of the current complaints system while it is still at an early stage. The IPCC will therefore be able to establish national baselines which can be used to track trends over time. These can be used to assess any changes in public willingness to use the complaints system and provide an indication of the IPCC's success in increasing confidence. The research also provides some insight into the most effective ways of communicating with the public as well as assessing perceptions of the IPCC and potential barriers to the complaints system.

Methodology

The study used an omnibus survey to ask questions to a representative sample of approximately 4,000 people from England and Wales across age ranges, geographical regions, gender and socio-economic groups so that inferences could be drawn about the wider population. In order to look at the views of different groups a booster sample of 915 ethnic minority respondents was also included. The survey was conducted face-to-face and was carried out between 30 September and 17 November 2004.

Contact with the police

All respondents to our survey were asked if they had contacted or been contacted by the police in the previous 12 months. Just over a quarter of respondents stated that they had some contact with the police. Younger people were more likely than older people to have had some contact. Levels also varied between ethnic groups with White people having more contact with the police than Black or Asian people.

The majority of respondents stated that they were happy or very happy with the contact they had experienced (64 per cent). Females were happier than men (69 compared to 59 per cent), and satisfaction increased with age, with older people (55+ years old) being the happiest with the contact.

Willingness to complain

The majority of respondents felt that they would definitely or probably complain (77 per cent) if they were really annoyed with a police officer. Willingness to complain did not differ greatly in terms of age, gender or ethnicity, but people from socio-economic groups AB were more likely than those from group E to state that they would complain.

Past contact with the police influences how willing people are to complain. Twenty per cent of people who had contact with the police stated that they would probably or definitely not complain, compared to 13 per cent of people who had no contact in the past 12 months. This increased further if the contact had been a negative experience, with 35 per cent of people who had been unhappy with their contact stating that they would not complain.

When asked about specific incidents most respondents said that they would complain about the majority of the incidents described. People were most likely to complain about an officer physically assaulting them or using racist or other offensive language. They were least likely to complain about an unfair stop and search, although more than half still said they would complain.

More than a third of respondents believed that complaining would not make a difference; a third thought that they would not be taken seriously if they complained, and almost a third said that they did not know how to make a complaint. Nearly a quarter of respondents said that they thought it would take too much time to complain. In general respondents who were more likely to agree with these statements were men, younger people, those from socio-economic groups D and E, ethnic minorities, and those who had been unhappy with the contact they had experienced with the police.

The majority of respondents would be most likely to go to a local police station to make a complaint. However, there were some significant differences between ethnic groups, with White people being much more willing to complain at a local police station than Black or Asian people. Black people were more likely than other ethnic groups to state that they would prefer to complain to a Race Equality Council or to a solicitor/law centre. Two-thirds of respondents stated that they would be more willing to complain about the police if an organisation could help them make a complaint and support them whilst their complaint was being dealt with. Younger people, women and Black people were more likely to state this.

Awareness of the IPCC

Between 62 and 66 per cent of respondents said that they had heard of the IPCC. It may be that respondents are thinking of our predecessor, the Police Complaints Authority (PCA), as the name is very similar and the PCA found similar levels of awareness in their research. Whilst the majority of respondents state that they have heard of the IPCC this does not mean that they necessarily understand the aims and role of the organisation.

There were also large variations in terms of awareness of the IPCC between different subgroups. Awareness amongst ethnic minorities was much lower than amongst White people, perhaps suggesting that the IPCC needs to target publicity to raise awareness amongst these groups. Men, middle-aged and older people were also more likely than women and younger people to have heard of the IPCC. Most people had heard of the IPCC through the media and this may help to explain regional variations in awareness. Asian people were significantly less likely than White people to have heard of the IPCC through the media.

Perceptions of the IPCC

Just under a third of respondents thought that the IPCC was part of the police, with Black and Asian people being more likely to think this than White people. Just over two-thirds of respondents believed that the IPCC dealt with complaints impartially. Those who had a recent negative contact with the police were less confident of the IPCC's impartiality compared to those who had a positive experience. Ethnic minorities were also significantly less confident of the IPCC's impartiality than White people. Respondents with a low willingness to complain were more likely to state that they were not confident that the IPCC dealt with complaints in an impartial way.

A majority of 86 per cent thought that they would be treated fairly if they complained to the IPCC. Respondents from socio-economic group E were less likely to believe that they would be treated fairly compared to those in socio-economic groups AB. Black and Asian people were less likely to believe that they would be treated fairly than White people. Respondents from London, those who had a recent negative experience with the police, and those who had a low willingness to complain were also less likely to think that they would be treated fairly.

Provision of information on complaints and complaining

Forty-six per cent of respondents stated that they would like to be better informed about how to complain about the police. People from socio-economic groups D and E, people from London, those who had a previous negative experience with the police, and Black and Asian people were more likely to want to be better informed. Only 29 per cent of those who had a low willingness to complain compared to 53 per cent of those who were highly willing to complain stated that they would like to be better informed about how to complain. Older people were also less likely to say that they would like to be better informed.

A majority of respondents would like information on complaining to be available in leaflet form. A further third wanted information to be available through the media. Black and Asian people were less likely than White people to want information to be available in leaflet form. Older people were more likely than other age groups to want information to be available in leaflet form.

Younger people, people from socio-economic groups AB and those with a moderate willingness to complain were more likely than other groups to state the internet as their preference for information. If respondents were to make a complaint most would like to be kept informed in writing and a further third would like to be kept informed on a face-to-face basis. Almost a quarter preferred the telephone as means of communication.

Conclusions

The survey found that the majority of people were willing to complain, aware of the IPCC, and believed it to be independent of the police, impartial in its decision making, and fair in its treatment of complainants. However, it also emerged that there were a number of key groups who were either sceptical about the complaints system or disinclined to use it. These groups were ethnic minorities, those who had a previous negative experience of the police, those from socio-economic groups D and E, those who were less willing to complain in general, and to some extent young people.

For the IPCC to increase trust and confidence it would be sensible to target these people and try to change the negative perceptions they may have about the system and the organisation in order to increase willingness to complain.

1 Introduction

Contact with the police
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Percentage of respondents they have heard of

SEX	Percentage
Male	66%
Female	58%

SOCIO-ECONOMIC GROUPS	Percentage
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E	47%

ETHNICITY	Percentage
Asian	27%
Black	58%
White	65%
Other	47%

The police hold a unique position in society because of the legal powers they have at their disposal, in particular the power to use legitimate force. The ability to exercise such powers needs to be balanced by adequate methods of accountability which ensure public confidence and that the police are subject to fair and open scrutiny. In England and Wales police accountability has traditionally been characterised as having three 'pillars': accountability to the law, accountability to police authorities, and accountability through the police complaints system (Reiner, 2000). The ability for the public to complain about the police and have their allegations treated appropriately is therefore a key element of police accountability. Commentators on the complaints system have stated that for it to work well and have the confidence of the public, it needs to be seen to be thorough, impartial, transparent and just (Maguire and Corbett, 1991; Harrison and Cunneen, 2000). However, a number of long-term issues have raised questions about how confident the public is in making complaints about the police.

Public confidence in the complaints system

For many years the central issue affecting public confidence in the police complaints system has been a lack of independence among those investigating complaints. Traditionally, when a complaint was made about a police officer's behaviour it was investigated by another police officer. This led to criticisms of bias, with those officers overseeing investigations viewed as favouring the officer complained against over the complainant, even when the investigating officer may have come from another force. Calls to increase public trust and confidence through greater transparency and independence can be traced back to the early 1980s (Scarman, 1981; Brown, 1988; Maguire and Corbett, 1991; KPMG, 2000; Harrison and Cunneen, 2000). This was reflected in public opinion with one public survey finding that 60 per cent of those questioned had greatest confidence in complaints being investigated by an independent body, and only 16 per cent had confidence in the system that existed at the time (Police Federation survey cited in Waters and Brown, 2000). By the late 1990s the need for change was reflected in a parliamentary report which concluded that "independent investigation would be desirable in principle, not least because of the boost this would give to public confidence in the system" (Home Affairs Select Committee, 1997).

The issue of independence not only affected public opinion but was seen as affecting behaviour and wider police relations with the public. For example, the lack of confidence in the existing

system was thought to mean that many people were unwilling to complain because they did not believe that they would be treated fairly or impartially. This was especially true of groups which had traditionally had low levels of confidence in the police in general, such as young people and ethnic minorities (Scarman, 1981; Bowling and Phillips, 2002; Kennison, 2002). The Stephen Lawrence Inquiry raised these concerns in relation to ethnic minorities by stating that "distrust is generated by what is perceived to be a lack of openness and accountability" and "investigation of police officers by their own or another police service is widely regarded as unjust and does not inspire public confidence" (Macpherson, 1999). Bowling and Phillips (2002) and McLaughlin (1991) suggest that the perceived and actual ineffectiveness of the police complaints procedure, and the fear of potential complainants that they would be criminalised or harassed, had led victims of alleged police misconduct to increasingly reject the official complaints procedure and take civil court proceedings against the police for damages.

Public access and knowledge of the complaints system

Past research has shown that potential complainants have not complained about police behaviour because they were not aware that they could complain, did not know how to complain, or did not have access to the complaints system. Low awareness was highlighted by a study looking at policing in London which found that 77 per cent of respondents said they knew too little to say whether the police complaints system worked well (FitzGerald et al, 2002). Nine per cent of those questioned said that they thought it did work well and 14 per cent thought it did not. Black respondents were a little less likely than others to say they could not assess the system and rather more likely to say it did not work well. The 2002/03 British Crime Survey found that only ten per cent of those people annoyed by the police actually tried to make a complaint. The main reason given for not making a complaint was that there was no benefit in doing so (69 per cent). However, six per cent of respondents said that they did not complain because they did not know who to complain to, and one per cent said they did not make a complaint because they could not understand the complaints procedure (Ringham, 2004).

Goldsmith (1991) suggests that factors such as limited knowledge of the complaints system, or of rights, might prevent an individual from interpreting a grievance as a cause for

complaint. He describes how potential complainants may also choose not to complain for reasons such as convenience, cost, embarrassment, frustration or fear of recrimination. Scarman (1981) heard testimonies which suggested that many dissatisfied with police contact, particularly from ethnic minority communities, did not know how or where to complain or believed that the police would be indifferent or hostile to them. Maguire and Corbett (1991) found that only ten of 100 complainants they interviewed “said that they had any clear idea about complaining or how the system worked”. Maguire and Corbett go on to state that “this suggests that a considerable number of potential complaints may ‘fall by the wayside’ because of a lack of knowledge about how to proceed.”

There is also evidence that complainants can face deterrents which can restrict access to the complaints system. Nearly 30 per cent of Maguire and Corbett’s (1991) sample of complainants stated that efforts had been made, albeit unsuccessfully, to ‘put them off’ or dissuade them when they first tried to make their complaint. From interviews with police officers dealing with prospective complainants, they estimate that at least one in three people who made a definite attempt to complain were dissuaded. Hill et al (2003) found that 46 per cent of respondents from their investigated case sample felt that the Investigating Officer had either attempted to dissuade them from making an investigated complaint or had sought to imply that their complaint was not justified.

Reforming the complaints system

Following the recommendations of the Scarman report¹, the Police and Criminal Evidence Act 1984 (PACE) replaced the Police Complaints Board with the Police Complaints Authority (PCA). The PCA had the power to supervise the investigation of complaints alleging death or serious injury, and could also do so in any other case where there was a public interest. However, it could not carry out independent investigations and therefore faced a lack of public confidence due to this perceived lack of independence. This lack of confidence along with issues around access led to a series of amendments to the police complaints system introduced by the Police Reform Act 2002.

The Police Reform Act replaced the PCA with the Independent Police Complaints Commission (IPCC). The IPCC was given wider

powers than the PCA and most importantly has the capability to decide whether or not to conduct its own independent investigations into serious complaints, or incidents where there may have been police misconduct (e.g. a fatal police shooting). The IPCC can respond to other complaints by managing investigations conducted by external police forces or by playing a supervisory role in an investigation by agreeing its terms of reference. The IPCC can also exercise powers to ‘call in’ particular types of complaints and decide whether or not to investigate them. These might include, for example, complaints where racism has been an aggravating factor or where particular anti-terrorism powers have been used.

The Police Reform Act also sought to increase access by creating a wider definition of a complainant. People other than those directly subject to a particular piece of police behaviour are now able to make complaints. Anybody who has been ‘adversely affected’ by the incident, which could include a witness, can register a complaint, as can a relative or person acting on the complainant’s behalf. In another attempt to widen access, complaints can now be made directly to the IPCC and via other organisations.

In seeking to improve how complaints are dealt with by the police, three appeals processes have been created. The first allows a complainant to appeal against the outcome of the investigation into their complaint. The second concerns complaints that are not investigated but are dealt with by a more informal method called local resolution. Here the complainant can appeal if he or she feels that local resolution was not conducted properly. To address possible barriers in getting a complaint formally recognised, a complainant can also appeal against a police force decision to not record a complaint. There is also a legal obligation to keep complainants informed of the progress of an investigation which may include giving complainants a copy of the investigating officer’s report.

More broadly, the IPCC has a responsibility as the ‘guardian’ of the complaints system. This means that it has a responsibility to promote good practice, emerging lessons and monitor how complaints are handled by forces.

Aim of the study

The above discussion has highlighted a number of serious and long-term issues which are believed to have had a negative impact on public confidence in the police complaints system. The Police Reform Act introduced a series of significant changes, the majority of which seek to address past criticisms.

¹ Lord Scarman was asked to lead an inquiry into the urban unrest that occurred in the early 1980s including the Brixton riots. His findings led to a series of recommendations which aimed to improve relationships between the police and their communities, particularly ethnic minority groups.

As part of these changes the IPCC's key aim is to "increase confidence in the police complaints system and in doing so to increase trust in the police as a whole and therefore contribute to improving their effectiveness" (IPCC, 2004). At this point in time it is too early to say what impact these reforms may have. However, to measure any future changes it is important to establish levels of public confidence in the complaints system as they currently stand. This will allow trends to be tracked over time and provide an indication of whether the perceived problems of public awareness, dissatisfaction and lack of trust can be overcome.

This study therefore seeks to quantify public confidence in the complaints system immediately following the changes introduced by the Police Reform Act. It focuses on the general adult population in England and Wales as these are all potential complainants. Future research is planned with those people who have experience of making complaints about the police. We felt that asking questions along the lines of "how confident are you in the 'police complaints system'?" were likely to be too abstract for the majority of the general public. We have therefore sought to gauge public confidence in the complaints system in terms of people's willingness to complain about the police and perceptions of the IPCC.

This study also examines issues related to public confidence. These include:

- recent contact with the police, and levels of satisfaction with that contact
- attitudes to complaining about the police
- where people might go to make a complaint about the police and how they would like to be kept informed of progress
- awareness and knowledge of the IPCC
- how people might want to be informed and supported about making a complaint

The study therefore provides some insight into the most effective ways of communicating with the public and providing them with relevant information about complaining about the police, as well as assessing awareness and knowledge of the IPCC. It provides an insight into potential barriers to the complaints system, and how individuals might be encouraged to complain when they are unhappy with the treatment they have received.

The study also identifies areas for future research to focus on, for example highlighting knowledge gaps around communication with different groups and the most effective ways of informing those who may feel more sceptical about the complaints system.

Methodology

BMRB International's omnibus survey was used to conduct a large quantitative survey with a representative sample of 4,072 people from England and Wales (aged 15+). The sample was representative in terms of age, geographical regions, gender, and socio-economic group, allowing inferences to be drawn about the wider population. The respondents were questioned between 30 September and 17 November 2004. It is important to be able to look at the views and experiences of different groups, especially as research indicates that different age and ethnic groups have varying experiences and opinions of the police and complaints system. The survey therefore included an ethnic minority booster of 915 ethnic minority respondents (making a total of 1,175 ethnic minority respondents) in order to be able to look at the differences and similarities between the different ethnic groups. Respondents were asked to define their ethnicity using the Census 16+1 categories. These were then grouped into four categories for the purposes of analysis: Asian, Black, White, and Other. Further details on the ethnic groupings can be found in Appendix A. An additional 2,093 respondents answered some extra questions on awareness of the IPCC at the end of November 2004 in order to establish the robustness of these findings. The omnibus survey was based on face-to-face interviews and data were collected using a Computer Assisted Personal Interviewing (CAPI) system.

The data were analysed using the SPSS software package and, unless otherwise stated, findings are considered statistically significant if they reach the 95 per cent confidence level. Further details about the sampling structure and statistical analysis can be found in Appendix A. A copy of the questionnaire can be found in Appendix B.

Structure of the report

The following chapters present the findings from the omnibus survey and draw on other research evidence to provide some additional context. Chapter 2 looks at contact with the police, how experiences differ amongst the population, willingness to complain and factors which might prevent people from complaining. Chapter 3 analyses respondents' awareness and views of the complaints system. Chapter 4 assesses the desire and provision of information to potential complainants and the general population, and Chapter 5 draws together the conclusions and recommendations of the report.

2

Contact with the police and willingness to complain

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Table 3.2
Percentage of respondents they have heard of

SEX	Percentage
SEX: Male	66%
SEX: Female	58%

SOCCO-ECONOMIC GROUPS	Percentage
A	29%
B	63%
C	60%
D	57%
E	47%

ETHNICITY	Percentage
Asian	27%
Black	58%
White	65%
Other	47%

Contact between members of the public and the police can occur for a wide variety of reasons. Past research has grouped such contacts into two types. Public-initiated contact tends to involve members of the public contacting the police for help or assistance, for example to report a crime or to call for officers to attend an incident. Police-initiated contact tends to be more adversarial and includes being stopped and searched, or questioned about a suspected offence. Experience of these types of contact may affect a person’s overall trust and confidence in the police. Individuals may share their experiences with friends and family and so the potential impact of a good or bad police experience can be wide. Also, for the police to perform effectively they need the support and co-operation of the communities that they serve. Negative contact with the public may damage this and make their job more difficult.

If a member of the public is not happy with an officer’s conduct during police contact he or she is entitled to make a complaint under the procedures set down by the Police Reform Act 2002 (PRA). A total of 15,885 complaint cases were recorded by the police in 2003/04, representing 23,849 individual allegations (Cotton, 2004).

This chapter initially examines levels of police contact and satisfaction with this contact. It then goes on to examine how willing people are to complain about police conduct and why they might be resistant to making a complaint. Finally, it examines which organisations people might use to make a complaint and the extent to which they would be more likely to make a complaint if given support of some kind.

Contact with the police

All respondents to the survey were asked if they had contacted or been contacted by the police in the previous 12 months. Table 2.1 shows that just over a quarter of respondents (27 per cent) had either contacted or been contacted by the police in the previous 12 months. There was little difference in terms of gender or socio-economic group (see Appendix A for definitions of socio-economic groups), but there were some differences between age groups, with older people less likely to have had contact with the police than other age groups.

Table 2.1
Percentage of respondents who had contacted, or been contacted by, the police in the previous 12 months

	Percentage		Unweighted N
	Yes	No	
SEX			
Male	29*	71*	1651
Female	24*	76*	2138
SOCIO-ECONOMIC GROUPS			
AB	29	71	590
C1	26	74	1086
C2	27	73	911
D	25	75	549
E	26	75	653
ETHNICITY			
Asian	18*	82*	567
Black	20*	80*	447
White	27*	73*	3453
Other	23	77	159
AGE			
Young - 15-34	31*	69*	1160
Middle-aged - 35-54	30*	70*	1310
Older - 55+	19*	81*	1319

*Percentages are rounded. N = 3,789 respondents
N does not include booster sample except ethnicity breakdown
indicates a statistically significant finding at a 95% confidence level

There were also some differences between regions. For example, only 18 per cent of people in London had police contact, compared to 33 per cent of people in the South West. Levels of contact also varied between the different ethnic groups, with White people having more police contact than Black or Asian people.

In comparison, the BCS estimates that 44 per cent of adults had some kind of contact with the police in the previous year. Just over a fifth (23 per cent) of all adults had some form of police-initiated contact and 31 per cent of respondents had initiated

some form of contact with the police (Ringham, 2004). This difference in levels of police contact may be due to differences in how the two survey samples were obtained and how the question is asked. The BCS has a larger sample than our survey and uses a different sampling method. On the latter point our survey asked one question on contact, while the BCS established levels of police contact by asking about different types of contact and giving numerous examples.

SATISFACTION WITH THE CONTACT

Those respondents who had contact with the police in the previous 12 months were asked how happy they were with the experience. The majority of respondents stated that they were happy or very happy with the way in which they were treated (64 per cent). Females tended to be happier with their contact (69 per cent) than men (59 per cent). Satisfaction with police contact increased with age. Seventy-five per cent of older people (55+ years) were happy or very happy with their contact, compared to 53 per cent of young people (15-34 year-olds).

There was only one statistically significant difference in satisfaction between different ethnic groups. Respondents from ‘Other’ ethnic minority groups (excluding Black and Asian people) were less likely to state they were happy or very happy with the contact (44 per cent) than White people (64 per cent). In the BCS ethnic minority respondents compared to White people consistently reported lower levels of satisfaction with the police when they have contacted them (Bucke, 1997; Clancy et al, 2001).

Willingness to complain

GENERAL WILLINGNESS

All respondents were asked how likely they would be to complain if they were really annoyed with a police officer. As Table 2.2 below shows, the majority of respondents felt that they would definitely or probably complain (77 per cent). There was little difference in terms of gender or age. However, people from socio-economic groups AB were more likely to state that they would definitely or probably complain than people from socio-economic group E.

Willingness to complain did not seem to differ significantly across ethnic groups. Black people were slightly more likely to express ambivalence by saying that they did not know whether they would complain (12 per cent) compared to White people, but not compared to Asian people. People from London were

Table 2.2
Percentage of respondents stating that they would definitely or probably complain

	Percentage	Unweighted N
SEX		
Male	74*	1633
Female	79*	2123
SOCIO-ECONOMIC GROUPS		
AB	82*	587
C1	76	1073
C2	75	901
D	74	545
E	70*	650
ETHNICITY		
Asian	76	562
Black	77	432
White	77	3435
Other	77	154
AGE		
Young - 15-34	73*	1140
Middle-aged - 35-54	80*	1308
Older - 55+	77	1308

Percentages are rounded. N = 3,756 respondents

N does not include booster sample except ethnicity breakdown

**indicates a statistically significant finding at a 95% confidence level*

the most likely to say that they would complain (81 per cent) and people from the East Midlands were the least likely (68 per cent). More detailed tables showing regional breakdowns, contact with the police, and satisfaction with the contact are presented in Appendix C.

Past police contact appears to influence how willing people are to complain (see Table A3 in Appendix C). Those people who had contact with the police were more likely to say that they would probably or definitely not complain (20 per cent) compared to those people who had no contact (13 per cent) in the past 12 months. This increased further if the contact had been a negative experience. Thirty-five per cent of people who had been unhappy or very unhappy with their police contact said that they would not complain compared to 14 per cent of people who had been happy or very happy with their contact. Johnson et al (2005) have also suggested that levels of confidence in the criminal justice system are influenced most strongly by perceptions of the police.

WILLINGNESS TO COMPLAIN ABOUT SPECIFIC INCIDENTS

Although respondents may state that they would complain following a negative police contact, in reality the number who actually make a complaint will be lower. The 2002/03 BCS found that of those people who were really annoyed with the police, ten per cent made a complaint. This included those who tried to make a complaint, but failed to do so (Ringham, 2004). Research in Northern Ireland found that only 16 per cent of respondents who said that a police officer had behaved towards them in an unacceptable way had made a complaint (Ostermeyer, 2004).

In order to look at willingness to complain in more depth, respondents were asked how likely they would be to complain about a variety of incidents. Figure 2.1 shows that the majority of respondents believe that they would complain about most of the incidents described to them. People were most likely to complain about an officer physically assaulting them or using racist or other offensive language. They were least likely to complain about an unfair stop and search, but this still amounted to half of all respondents.

Females were significantly more likely than men to say that they would complain about each of these incidents with the exception of “if an officer failed to keep you informed”. The

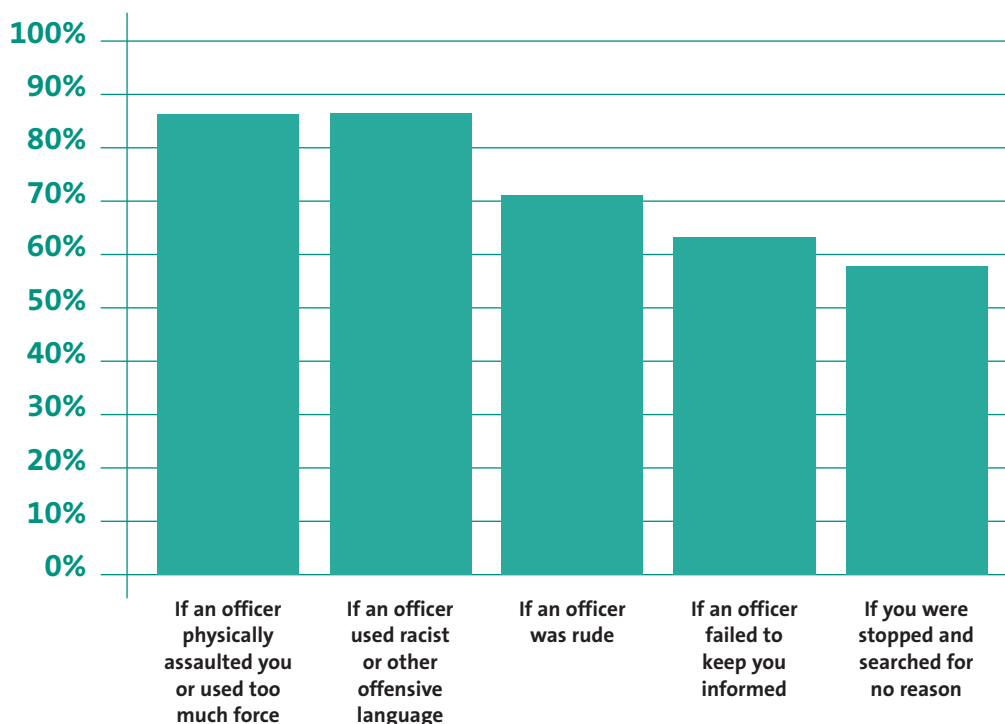
difference was most marked for stop and search, with 65 per cent of women saying that they would complain in comparison to 49 per cent of men.

Whilst the majority of people would complain about the incidents, there were some differences in willingness between age groups. Young people were less likely to say they would complain than older people about an officer being rude to them (64 per cent of 15-34 year-olds, compared to 75 per cent of 55+ year-olds). They were also less likely to complain about being stopped and searched unfairly (52 per cent of 15-34 year-olds, compared to 65 per cent of 55+ year-olds). There were smaller, but still significant, differences between the age groups in their willingness to complain about some of the other incidents (see Table A4 in Appendix C).

Socio-economic group and past contact with the police did not seem to greatly influence the likelihood of complaining across the presented incidents. There were some regional differences, for example people from the West Midlands were more likely to complain about an officer being rude to them (75 per cent) than people from the East Midlands (64 per cent). However, it is unclear why these regional differences might exist.

Ethnicity appeared to play a part in the likelihood of complaining. In general Asian people were significantly more

Figure 2.1
Percentage of respondents who would definitely or probably complain



N = 3, 685

likely to complain than White people about each of the incidents, with the exception of physical assault or excessive force being used and where an officer had failed to keep them informed. Asian people were also more likely to complain about an officer using racist language than Black people (93 per cent, compared to 86 per cent). Black people were more willing than White people to complain about being unfairly stopped and searched (63 per cent, compared to 57 per cent), and if an officer failed to keep them informed (73 per cent, compared to 63 per cent).

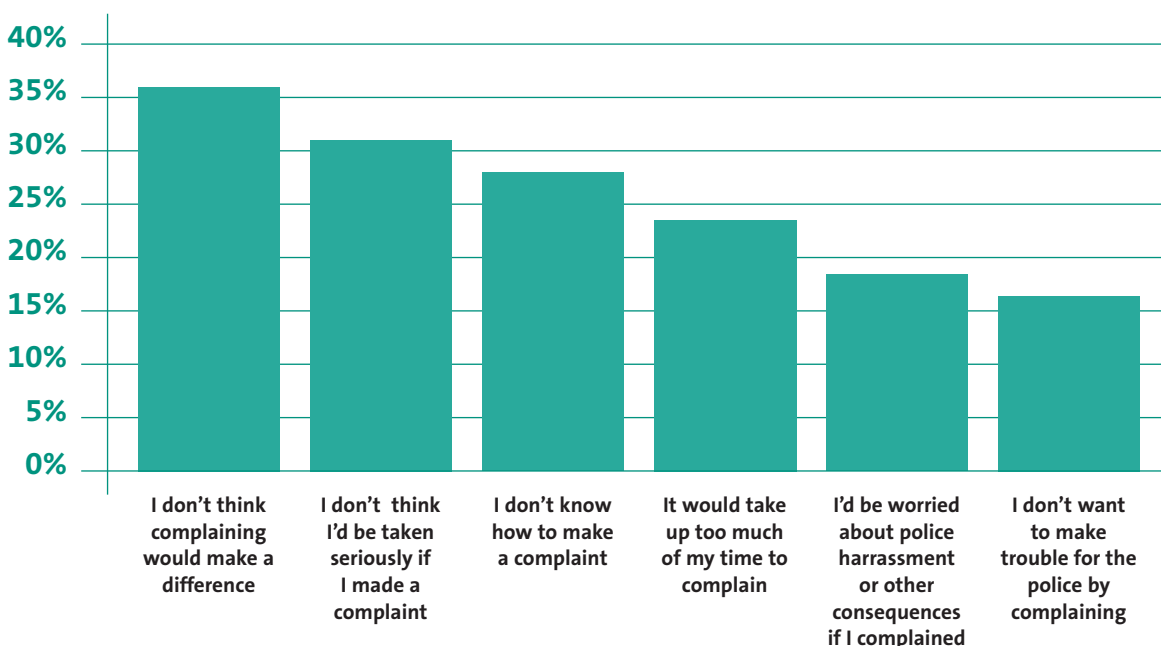
The PCA conducted a public survey which asked a similar set of questions. They also found that being assaulted by a police officer was the most likely circumstance to provoke a complaint with 89 per cent of respondents stating that they would complain. The least likely circumstance to provoke a complaint was perceived rudeness with 56 per cent of their sample reporting that they would complain if this happened and 40 per cent saying that they would not (Quigley and Best, unpublished 2003). This is in contrast to 26 per cent of respondents to our survey who said that they would probably or definitely not complain if an officer was rude to them when they asked for assistance. This difference may be due to variations in the way the question was worded across the two surveys and in the make-up of the two samples. As with the omnibus survey, the PCA also found few variations in terms of demographic characteristics across the scenarios.

REASONS FOR NOT COMPLAINING

To further understand why some people may be reluctant to complain respondents were asked to state whether they agreed or disagreed with a variety of statements on complaining. Figure 2.2 shows that slightly more than a third of respondents believed that complaining would not make a difference. A third of all respondents did not think that they would be taken seriously if they complained. Almost a third of respondents said that they did not know how to make a complaint. There were regional differences in terms of whether people knew how to complain. In the West Midlands and Yorkshire/Humber 33 per cent of people did not know how to complain, compared to 16 per cent in Wales and 24 per cent in the South West. People who have had some contact with the police were slightly less likely to say that they did not know how to complain (24 per cent) than those who have had no contact (30 per cent; see Table A5 in Appendix C).

Table 2.3 shows the difference in response between age groups, socio-economic groups and ethnicity. Compared to other age groups younger people (15-34 year-olds) were more likely to believe that complaining would not make a difference. People from socio-economic groups AB were the least likely to believe this statement. Men were more likely than women to think that complaining would make no difference, as were people who had been unhappy with their previous contact with the police, compared to those who had been happy.

Figure 2.2
Percentage of respondents who strongly agree or agree with statements about complaining



N = 3, 745 to 3,758

Table 2.3
Percentage of respondents who strongly agree or agree with statements about complaining

	I don't think complaining would make a difference	I don't think I'd be taken seriously if I made a complaint	I don't know how to make a complaint	It would take up too much of my time to complain	I'd be worried about police harassment or other consequences	I don't want to make trouble for the police by complaining
	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N
SEX						
Male	38* 1638	32 1629	27 1635	27* 1628	20 1633	18 1636
Female	34* 2112	30 2116	30 2123	19* 2120	18 2119	17 2122
AGE						
Young - 15-34	39* 1141	39* 1137	30* 1142	29* 1142	20 1139	16 1144
Middle-aged - 35-54	34 1301	26* 1298	27* 1305	21 1299	18 1302	13* 1304
Older - 55+	35 1308	28* 1310	28 1311	18* 1307	18 1311	22* 1310
ETHNICITY						
Asian	38 559	38* 558	31 562	35* 558	30* 557	18 560
Black	32 432	38* 431	25 432	33* 430	28* 432	18 433
White	36 3433	30* 3428	28 3340	21* 3432	18* 3434	17 3439
Other	42 154	40* 154	30 154	32* 154	30* 154	22 155
SOCIO-ECONOMIC GROUPS						
AB	30* 587	23* 584	20* 587	22 584	13* 587	13* 587
C1	33 1073	29 1075	28 1077	23 1075	17 1074	18 1081
C2	41* 899	32 892	31 899	24 896	19 898	18 898
D	40 545	40* 546	35* 548	22 548	25* 545	18 546
E	43 646	42* 648	34* 647	23 645	28* 648	25* 646
Total %	36	31	28	23	19	17
Unweighted N	3750	3745	3758	3748	3752	3758

Percentages are rounded

Differences in unweighted N accounted for by 'missing' and 'don't know' answers

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 5% confidence level

Young people (15-34 year-olds) and people from socio-economic groups E and D were more likely than other age groups and those in socio-economic groups AB to think that they would not be taken seriously if they complained. Black and Asian respondents were more likely to believe they would not be taken seriously compared to White people. Half of those who have had an unhappy contact with the police (50 per cent) believed that they would not be taken seriously if they complained, compared to a quarter (25 per cent) who had been happy with their contact.

People from socio-economic groups D and E were more likely to say that they did not know how to complain than those from socio-economic groups AB. Men were more likely than women to think that complaining takes too much time, as were young people compared to older people.

Respondents who were unhappy with their last police contact were more likely to think complaining would take too much time (34 per cent) than those who had been happy with their contact (19 per cent; see Table A5, Appendix C). Ethnic minorities were also more likely to think that complaining would take too much time compared to White people.

Black and Asian people were more likely than White people to

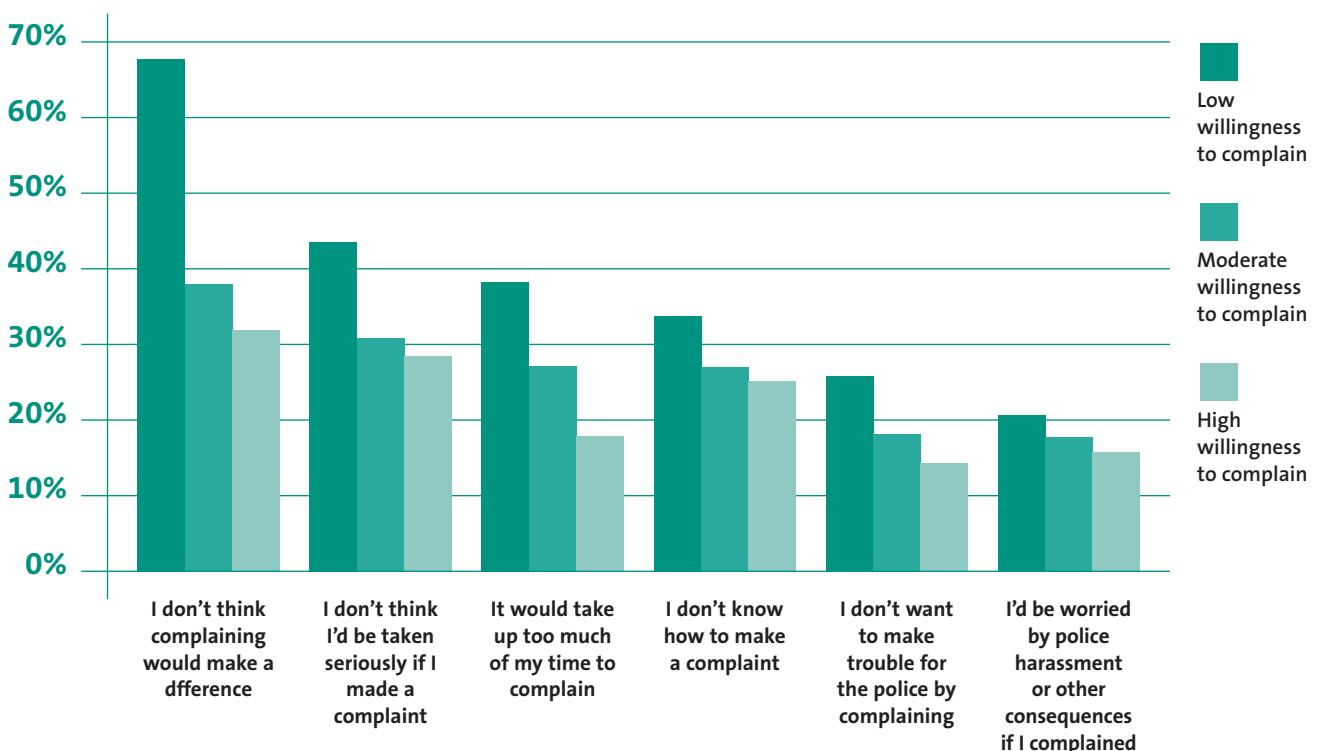
be worried about police harassment or other consequences if they complained, as were people in socio-economic groups E and D compared to those in socio-economic groups AB. Just over a quarter of respondents who were unhappy with their previous contact with the police (26 per cent) were also worried about this, compared to 17 per cent of respondents who had been happy with the contact.

Older people and people from socio-economic group E were more likely than middle-aged people and those from socio-economic groups AB to state that they did not want to make trouble for the police by complaining. Respondents who had no contact with the police in the previous 12 months were slightly more likely to agree with this statement (19 per cent) than those who have had some contact (14 per cent).

By analysing responses to questions about what types of incident respondents would be willing to complain about it was possible to group respondents into three subgroups:

- respondents who said that they would only complain about none or one of the incidents were classed as having a **‘low willingness to complain’**
- those who said that they would complain about two or three of the incidents were classed as having a **‘moderate willingness to complain’**

Figure 2.3 Percentage of respondents who agree or strongly agree with statements by complaint status



N = 3, 745 to 3,758

- those who said that they would complain about four or five of the situations were classed as having a ‘**high willingness to complain**’

Figure 2.3 presents these three groups according to the list of attitude statements about complaining. Those with a low willingness to complain agreed the most with all of the statements, but this was especially true in terms of the statement “I don’t think that complaining would make a difference”. Respondents with a low willingness to complain were also more likely to state that:

- they would not be taken seriously
- complaining would take up too much of their time
- they did not know how to complain
- they did not want to make trouble for the police

There were much smaller differences between respondents in terms of fear about police harassment should they make a complaint.

WHERE RESPONDENTS WOULD LIKE TO COMPLAIN

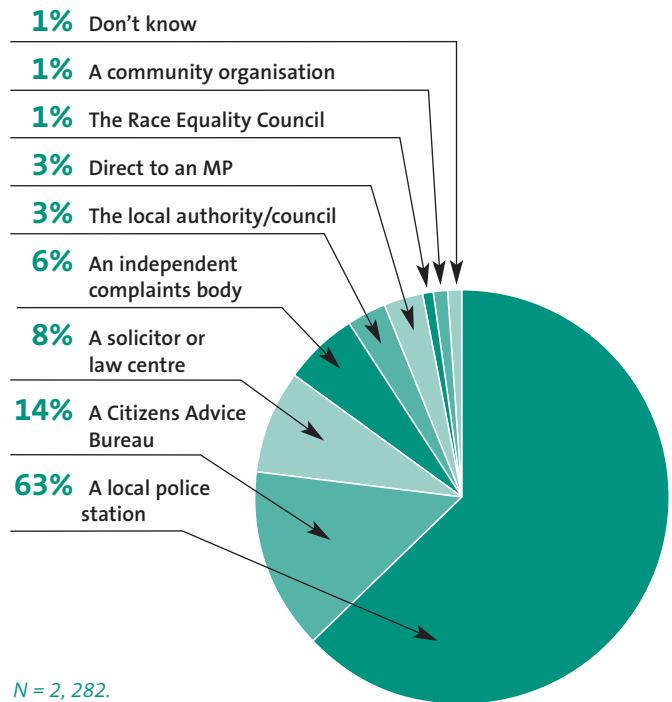
Respondents were asked where they would be most likely to go to make a complaint about the police. Figure 2.4 shows the majority of people were most likely to go to a local police station. However, there were some significant differences between ethnic groups with White people being much more willing to complain at a local police station (66 per cent) than Black people (37 per cent) or Asian people (51 per cent). People from London were less likely than other regions to complain at a local police station (43 per cent, compared to 75 per cent in East Anglia; see Table A6, Appendix C for detailed findings on this complaint). Those who were highly willing to complain were more likely than those with a low willingness to complain to say that they would make a complaint at a police station (64 per cent compared to 50 per cent).

Fourteen per cent of respondents stated that they would complain at a Citizens Advice Bureau. Respondents in socio-economic groups D and E were more likely to say that they would complain at a Citizens Advice Bureau (both 18 per cent) than those in groups AB (ten per cent) and C1 (11 per cent). This was also the case for those who had a low willingness to complain, compared to those who were highly willing to complain (20 per cent compared to 13 per cent).

Complaining via a solicitor or law centre was most favoured by Black people (16 per cent), those from London (11 per cent) or the North (12 per cent), and people with a low willingness to

complain (17 per cent). People from the South East (five per cent) and those who were highly willing to complain (eight per cent) were the least likely to favour this option.

Figure 2.4
Where respondents would be most likely to make a complaint



NB. Percentages are rounded and did therefore not add up to 100 per cent. ‘Don’t know’ responses have therefore been reduced from 2% to 1% for the purpose of this figure.

A total of six per cent said that they would complain to an independent complaints body. This option was most favoured by middle-aged people (35-54 year olds; seven per cent), respondents from socio-economic groups AB (nine per cent) and Londoners (ten per cent). It was least favoured by younger people (15-34 year-olds; five per cent), and people from the North (one per cent). Black people were more likely to say that they would complain to an independent complaints body than Asian people (eight per cent compared to four per cent).

Seven per cent of Black people said they would complain to a Race Equality Council compared to only 0.3 per cent of White people and four per cent of Asian people (and one per cent of all respondents).

These findings are broadly consistent with past surveys. The PCA survey found that the majority of respondents would choose to complain at a police station, while ‘non-White’ respondents would be more likely to complain via a solicitor (Quigley and Best, unpublished 2003). In Northern Ireland

respondents were most likely to say that they would make a complaint at their local police station (44 per cent), followed by a solicitor (18 per cent). Eleven per cent said that they would go to the Ombudsman to make a complaint (Ostermeyer, 2004).

SUPPORT FOR COMPLAINANTS

Our survey indicates that many potential complainants do not know how to make a complaint, do not think that they will be taken seriously, and may be concerned about police harassment or other consequences. Respondents were therefore asked if they would be more willing to complain about the police if an organisation could help them make a complaint and support them whilst their complaint was being dealt with. It should be noted that this is a hypothetical question and that therefore the responses should be treated with a certain degree of caution. Table 2.4 shows that two-thirds of respondents (66 per cent) stated that they would be

more willing to complain if an organisation could help and support them. Younger respondents were more likely to state this than older people and women were more likely than men.

Black people were significantly more likely than White people to say that they would be more willing to complain if they were supported. Regionally there were also some differences, with people in the North being the most likely to say that they would be more willing to complain if an organisation could provide support (75 per cent), and people in London being the least likely (59 per cent; see Table A7, Appendix C).

Surprisingly, those categorised as having a low willingness to complain were less likely than those with a high willingness to state that there was a greater chance of them complaining if an organisation or individual could support them (51 per cent compared to 73 per cent). This suggests that reluctance to complain may be more than just feeling unsupported or being unsure about how to complain and may rest on a lack of overall confidence in the system and the way that complaints will be dealt with.

Table 2.4
Percentage of respondents who would be more willing to complain about the police if supported by an organisation or individual

	Percentage	Unweighted N
SEX		
Male	63*	1608
Female	70*	2072
SOCIO-ECONOMIC GROUPS		
AB	63*	587
C1	63*	1054
C2	71*	882
D	70	532
E	68	625
ETHNICITY		
Asian	71	554
Black	77*	426
White	67*	3363
Other	68	154
AGE		
Young - 15-34	70*	1132
Middle-aged - 35-54	68	1285
Older - 55+	61*	1263

Percentages are rounded. N = 3, 680
 N does not include booster sample except ethnicity breakdown
 *indicates a statistically significant finding at a 95% confidence level

Summary

CONTACT WITH THE POLICE

- Just over a quarter of respondents had either contacted or been contacted by the police in the previous 12 months. Older people, ethnic minorities and those living in London had lower levels of contact.
- The majority of respondents were happy or very happy with the way in which they were treated by the police, although females tended to be happier than men, and satisfaction increased with age.

WILLINGNESS TO COMPLAIN

- The majority of respondents felt that they would definitely or probably complain if they were really annoyed with a police officer. People from higher socio-economic groups were more likely to state that they would complain, whereas those who had a recent contact with the police, particularly where the contact was negative, were less likely.
- The majority of respondents believed that they would complain about most of the incidents described to them. People were most likely to complain about an officer physically assaulting them or using racist or other offensive language. They were least likely to complain about an unfair stop and search, but this still amounted to half of all respondents.

- Just over a third of respondents believed complaining would not make a difference. A third also did not think they would be taken seriously if they complained. Almost a third of respondents said they did not know how to make a complaint.
- Those that had a recent negative contact with the police, lower socio-economic groups, young people, ethnic minorities and, to a lesser extent, men, were more likely to agree with the negative statements about complaining.
- Most people stated that they would be likely to go to a police station to complain. However, ethnic minorities were significantly less likely to want to complain at a police station than White people.
- Two-thirds of respondents stated that they would be more willing to complain if an organisation could help and support them. Young, female and Black respondents were more likely to state this than older, male and White respondents.

CHAPTER 3

The next chapter analyses respondents' awareness of the IPCC and perceptions of the organisation. It compares our survey findings to evidence from Northern Ireland and the organisation the IPCC succeeded – the PCA.

3

Awareness and views of the IPCC

Contact with the police
Contact with the police

Awareness of the IPCC
Awareness of the IPCC

Willingness to complain
Willingness to complain

Perceptions of the IPCC
Perceptions of the IPCC

Table 3.2
Percentage of respondents they have heard of

SEX	Percentage
SEX: Male	66%
SEX: Female	58%

SOCIO-ECONOMIC GROUPS

SOCIO-ECONOMIC GROUPS	Percentage
A	29%
B	63%
C	60%
D	57%
E	47%

ETHNICITY

ETHNICITY	Percentage
Asian	27%
Black	58%
White	65%
Other	47%

This chapter examines the extent to which the public have heard of the IPCC and their perceptions of the organisation. There is some evidence to suggest that potential complainants do not complain because they do not know how to complain, have problems trying to make a complaint, or believe that complaining would not be worthwhile. Part of the IPCC’s role is to address these issues. Gauging public awareness of and trust in the organisation during its first year in operation provides a baseline which can be tracked over time. However, members of the public can now make complaints about the police directly to the IPCC. So promoting awareness of the organisation can also help to widen access to the complaints system.

Awareness of the IPCC

Awareness of the IPCC was asked in three ways. In the main stage of fieldwork respondents were simply asked ‘Have you heard of the IPCC?’ The responses to this question are the figures that are used for analysis in this report and are presented in Table 3.2 below. The overall figure of awareness seemed very high for an organisation that had been in existence for just six months. So in order to ensure the findings from this question were reliable, we ran the question again as a stand-alone question to another representative sample of 1,000 people. We also ran an additional question which asked 1,000 respondents about their awareness of various other regulating bodies along with the IPCC. The results for this latter question are shown in Table 3.1.

Table 3.1
Percentage of respondents who had heard of various complaints organisations

Organisation	Percentage
Office of Fair Trading	83
Ofsted	75
Commission for Racial Equality	67
The Independent Police Complaints Commission	66
Parliamentary and Health Service Ombudsman	35

Percentages are rounded. N = 1,000

Across these questions between 62 and 66 per cent of respondents said that they had heard of the IPCC. Such a high awareness level may be due to the IPCC having a similar name to the PCA – the organisation it replaced. This appears to be borne out by PCA research which found that 63 per cent of the public had heard of the organisation (Quigley and Best,

unpublished 2003). Respondents might therefore believe that they have heard of the IPCC when they are thinking of the PCA. As a comparison, the Police Ombudsman of Northern Ireland (PONI) found that 85 per cent of respondents to their survey were aware of them (Ostermeyer, 2004). This is substantially higher, but probably reflects the different circumstances and nature of policing in Northern Ireland. Finally, it should be noted that whilst the majority of respondents have heard of the IPCC, this does not necessarily mean that they fully understand the aims and role of the organisation.

Table 3.2 shows awareness of the IPCC was much lower amongst ethnic minorities compared to White people. Men were more likely than women to have heard of the IPCC, as were middle-aged and older people compared to young people. Awareness was even lower amongst the very young with only 20 per cent of 15-24 year-olds stating that they had heard of the IPCC. The low awareness amongst younger people

Table 3.2
Percentage of respondents stating that they have heard of the IPCC

	Percentage		Unweighted N
	Yes	No	
SEX			
Male	66*	34*	1651
Female	58*	42*	2140
SOCIO-ECONOMIC GROUPS			
AB	74*	26*	590
C1	63	37	1086
C2	60	40	913
D	51*	48*	549
E	47*	53*	653
ETHNICITY			
Asian	27*	72*	569
Black	38*	61*	447
White	65*	35*	3455
Other	40*	51*	159
AGE			
Young - 15-34	39*	61*	1160
Middle-aged - 35-54	74*	25*	1311
Older - 55+	71*	29*	1320

Percentages are rounded. N = 3,791

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

contrasts markedly with earlier findings which indicate that young people have greater contact with the police and therefore an increased chance of a negative experience that they may wish to complain about.

Respondents in socio-economic groups AB were the most likely to have heard of the IPCC and respondents in socio-economic groups E and D the least likely. Unsurprisingly, people who had some contact with the police in the previous 12 months were more likely than those who had no contact to have heard of the IPCC (68 per cent compared to 60 per cent). There were also regional differences, with people in the East Midlands, South West (both 70 per cent) and the South East and East Anglia (both 69 per cent) being more likely to have heard of the IPCC compared to other regions. Lowest awareness was found among people living in London (46 per cent) and the West Midlands (54 per cent; see Table A9, Appendix C for these findings). These regional differences might be explained in part by the amount of coverage the IPCC has had in the local media when a high profile case has occurred. Given that findings outlined below suggest that most people have heard of the IPCC through the media this may be a plausible explanation for variations in awareness in different parts of the country.

The previous survey by the PCA found similar differences in terms of awareness. Males were more likely than females to have heard of the PCA, while young people were less likely to have heard of the PCA compared to older age groups. Lower levels of awareness of the PCA were found amongst ‘non-White’ respondents compared to White respondents, and amongst socio-economic groups D and E compared to AB (Quigley and Best, unpublished 2003). PONI also found that younger people were less aware of the Ombudsman than older people (Ostermeyer, 2004).

The above analysis indicates that people with certain characteristics were more likely to have heard of the IPCC. However, these characteristics may overlap and interact with each other. For example, a high awareness of the IPCC among those people living in particular regions may be explained by the fact that those regions contain a higher than average number of older or more affluent people who are also more likely to have heard of the IPCC. A statistical technique called logistic regression was therefore used to identify the influence of the various social characteristics. The resulting model found five characteristics which were significantly predictive of awareness of the IPCC when others were taken into account. These indicate that awareness of the IPCC was strongly associated with those people who were:

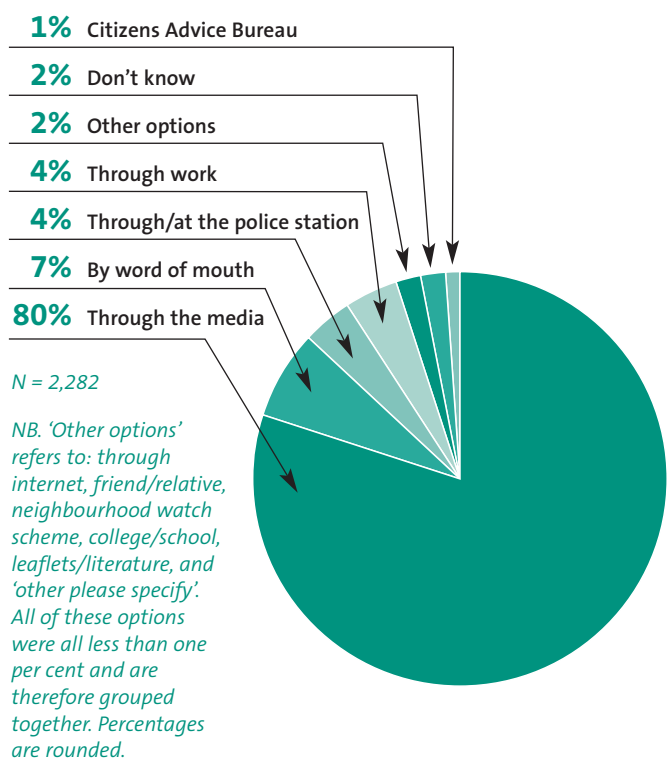
- Male
- 35 years old and over
- White
- from socio-economic groups A, B, and C1
- more willing to make a complaint about the police

The region in which a respondent lived was not found to be a significant factor, suggesting that differences associated with this characteristic in the early analysis can be accounted for by the other characteristics listed above. The statistical analysis also provided an indication about which of the above characteristics had the greatest influence. Being over 35 years of age, being White and being from socio-economic groups A, B and C1 had the most impact on whether someone had heard of the IPCC. For more details of this analysis see Table A16 in Appendix C.

HOW RESPONDENTS BECAME AWARE OF THE IPCC

As Figure 3.1 shows, by far the most common way of hearing about the IPCC was through the media (Table A10 in Appendix C shows a more detailed breakdown of this question). This was also the case in the PCA and PONI surveys (Quigley and Best, unpublished 2003; Ostermeyer, 2004). Middle-aged people were more likely than young people to have heard of the IPCC

Figure 3.1
How respondents first heard of the IPCC



through the media (35-54 year-olds: 84 per cent; 15-34 year-olds: 71 per cent). This was also the case for people from socio-economic groups AB (84 per cent) compared to other socio-economic groups. White people (81 per cent) were also significantly more likely than Asian people (69 per cent), but not significantly more than Black people (73 per cent), to have heard of the IPCC through the media.

There were some other differences in terms of how respondents had heard of the IPCC. Younger people were more likely to have heard of the IPCC through word of mouth than middle-aged people (15-34 year-olds: 11 per cent; 35-54 year-olds: five per cent). People from socio-economic groups AB were least likely to have heard of the IPCC in this way (four per cent) and people from group C2 the most likely (ten per cent).

Young people were more likely to have heard of the IPCC via the police or a police station compared to other age groups (15-34 year-olds: six per cent). This may be due to higher levels of police contact amongst that age group. People who had contact with the police in the previous 12 months were also more likely to have heard of the IPCC in this manner (seven per cent) compared to those who had no contact (three per cent). People from socio-economic groups AB (five per cent) were more likely than other socio-economic groups to have heard of the IPCC through work.

Perceptions of the IPCC

INDEPENDENCE

Table 3.3 shows that of the respondents who had heard of the IPCC, just under a third (29 per cent) thought that it was part of the police. Respondents in socio-economic groups AB and C1 were less likely to think this than other socio-economic groups. Black and Asian people were also significantly more likely to think this than White people.

In terms of regional differences, people in East Anglia were least likely to think that the IPCC was part of the police (17 per cent) and people from the North West were the most likely (35 per cent; see Table A11, Appendix C). Surprisingly, given the difference in their willingness to complain, there were no significant differences found here between those who had a high, moderate and low willingness to complain.

The PCA asked this question in a slightly different way. They provided a definition of the PCA and then asked respondents which organisation they thought they were part of –

Table 3.3

Percentage of respondents who think that the IPCC is part of the police

	Percentage	Unweighted N
SEX		
Male	27*	1071
Female	30*	1211
SOCIO-ECONOMIC GROUPS		
AB	24*	444
C1	25*	698
C2	35*	546
D	35*	286
E	35	308
ETHNICITY		
Asian	48*	143
Black	44*	160
White	29*	2172
Other	40	57
AGE		
Young - 15-34	29	457
Middle-aged - 35-54	27	932
Older - 55+	31	893

Percentages are rounded. N = 2,282

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

independent of the police, part of the police, part of the Home Office or don't know. Like our survey they also found that almost a third of people thought that they were part of the police (28 per cent) and that fewer ethnic minorities believed that the PCA was independent (Quigley and Best, unpublished 2003). This compares to PONI who found that the majority of their respondents thought that they were independent of the police (85 per cent) while only 11 per cent thought they were part of the police (Ostermeyer, 2004). However, they found that 28 per cent of 16-24 year olds thought that PONI was part of the police, a similar level to our survey.

IMPARTIALITY

Table 3.4 shows that two-thirds of respondents (67 per cent) who had heard of the IPCC believed that it dealt with complaints impartially. Those who had a recent negative contact or experience with the police were less confident of the IPCC's impartiality compared to those who had a positive

experience (49 per cent compared to 71 per cent; see Table A12, Appendix C). Black and Asian people were less confident of the IPCC’s impartiality than White people.

Table 3.4
Percentage of respondents who are very or fairly confident that the IPCC would deal with complaints impartially

	Percentage	Unweighted N
SEX		
Male	65*	1043
Female	69*	1191
SOCIO-ECONOMIC GROUPS		
AB	68	441
C1	68	682
C2	68	536
D	63	279
E	67	296
ETHNICITY		
Asian	57*	141
Black	54*	153
White	68*	2130
Other	46*	57
AGE		
Young - 15-34	61*	444
Middle-aged - 35-54	67	918
Older - 55+	70*	872

Percentages are rounded. N = 2,234
 N does not include booster sample except ethnicity breakdown
 *indicates a statistically significant finding at a 95% confidence level

Young people were also less confident in the IPCC’s impartiality than older people (61 per cent compared to 70 per cent). Respondents with a low willingness to complain were more likely to state that they were not confident about the IPCC’s impartiality (17 per cent) compared to those with a moderate willingness to complain (nine per cent) and those with a high willingness to complain (11 per cent).

PONI found that three-quarters of their respondents (76 per cent) were fairly or very confident that the Ombudsman deals with complaints in an impartial way (Ostermeyer, 2004). This figure is slightly higher than the IPCC rating, and may be due to the high profile of PONI and the greater length of time it has had to build trust and confidence compared to the IPCC.

FAIRNESS

Table 3.5 shows that of the respondents who had heard of the IPCC 86 per cent said that they thought they would be treated fairly if they complained to the IPCC. This compares to 82 per cent of respondents in PONI’s survey who thought that they would be treated fairly if they were to make a complaint to the Ombudsman (Ostermeyer, 2004).

Table 3.5
Percentage of respondents who think that they would be treated fairly by the IPCC

	Percentage	Unweighted N
SEX		
Male	84*	1071
Female	88*	1211
SOCIO-ECONOMIC GROUPS		
AB	90*	444
C1	86	698
C2	83	546
D	83	286
E	78*	308
ETHNICITY		
Asian	77*	143
Black	64*	160
White	87*	2172
Other	77	57
AGE		
Young - 15-34	84	457
Middle-aged - 35-54	86	932
Older - 55+	87	893

Percentages are rounded. N = 2,282
 N does not include booster sample except ethnicity breakdown
 *indicates a statistically significant finding at a 95% confidence level

Those in socio-economic group E were less likely to believe that they would be treated fairly compared to those in socio-economic groups AB. Black and Asian people were less likely to believe they would be treated fairly than White people. A fifth of Black people thought that they would not be treated fairly by the IPCC.

People from London were the least likely to think that they would be treated fairly (75 per cent) and people from the South East were the most likely (89 per cent). Those who had recently

had a negative experience with the police were also less likely to believe they would be treated fairly compared to those who had a recent positive experience (68 per cent compared to 88 per cent; see Table A13, Appendix C for these detailed findings). Respondents who showed a low willingness to complain were more likely than others to think that they would not be treated fairly by the IPCC if they made a complaint compared to those with a high willingness to complain (20 per cent compared to 8 per cent).

CHAPTER 4

The next chapter looks at whether the public would like to be better informed about the complaints system, how they would like to receive this information and how they would like to be kept informed in the event of making a complaint.

Summary

AWARENESS OF THE IPCC

- Across the three questions asked about awareness between 62 and 66 per cent of respondents said that they had heard of the IPCC. Such a high level of awareness may be due to similarities to the name of our predecessor (the Police Complaints Authority).
- Awareness of the IPCC was much lower amongst ethnic minorities compared to White people. Women, young people and those in lower socio-economic groups were also less likely to have heard of the IPCC. Regionally, those living in London and the West Midlands had the lowest levels of awareness and those living in the South West and South East had the highest levels.
- By far the most common way of hearing about the IPCC was through the media and this may account for some of the regional differences in awareness.

PERCEPTIONS OF THE IPCC

- Of those who had heard of the IPCC, just under a third thought it was part of the police. Black people and Asian people were significantly more likely to think this than White people. Those from higher socio-economic groups were less likely to think this.
- Two-thirds of those who had heard of the IPCC believed that it dealt with complaints impartially. However, those who had a recent negative police contact, young people, Black people and Asian people were less confident of the IPCC's impartiality.
- Eighty-six per cent of those who had heard of the IPCC thought that they would be treated fairly if they made a complaint to the IPCC. Black people, Asian people, respondents from London and those who had a recent negative police contact were less likely to think they would be treated fairly.

4

Provision of information on complaints and complaining

Contact with the police
Contact with the police

Awareness of the IPCC
Awareness of the IPCC

Willingness to complain
Willingness to complain

Perceptions of the IPCC
Perceptions of the IPCC

Table 3.2
Percentage of respondents they have heard of

SEX	Percentage
SEX: Male	66%
SEX: Female	58%

SOCCO-ECONOMIC GROUPS	Percentage
A	29%
B	63%
C	60%
D	57%
E	47%

ETHNICITY	Percentage
Asian	27%
Black	58%
White	65%
Other	47%

This chapter examines the extent to which members of the public would like to be better informed on complaining about the police. It also examines how this information might best be disseminated and how people would like to be kept informed of progress if they were to make a complaint. Research suggests that members of the public often lack an understanding of how to make a complaint about the police and that this may prevent them from making a complaint (FitzGerald et al, 2002). Research also indicates that a major source of dissatisfaction for complainants concerns communication, with this centring on being poorly informed by the police about the progress of a complaint (Maguire and Corbett, 1991). The analysis presented here will help inform future communications work aimed at the general public and potential complainants, and will provide an indication of which key groups to target.

Would respondents like to be better informed about how to complain?

All respondents were asked if they would like to be better informed about how to complain about the police. Forty-six per cent of respondents stated that they would. Older people were less likely than other age groups to state that they would like to be better informed. People from socio-economic groups D and E were also more likely to state this than those in socio-economic groups AB and C1.

There were also some regional differences with people from London being the most likely to state that they would like to be better informed (52 per cent) and people from East Anglia the least likely (37 per cent). Respondents who had a previous unhappy experience with the police were more likely to want to be better informed (59 per cent) than those who had a previous positive experience (42 per cent; see Table A14, Appendix C). Black and Asian people were also more likely to want to be better informed about complaining than White people.

Surprisingly, only 29 per cent of those who had a low willingness to complain stated that they would like to be better informed. In comparison 53 per cent of those who were highly

Table 4.1
Percentage of respondents who would like to be better informed about complaining

	Percentage	Unweighted N
SEX		
Male	45*	1651
Female	47*	2140
SOCIO-ECONOMIC GROUPS		
AB	40*	590
C1	42*	1086
C2	47	913
D	56*	549
E	52*	653
ETHNICITY		
Asian	62*	569
Black	66*	447
White	45*	3455
Other	57*	159
AGE		
Young - 15-34	48	1160
Middle-aged - 35-54	47	1311
Older - 55+	43*	1320

Percentages are rounded. N = 3,791

N does not include booster sample except ethnicity breakdown

**indicates a statistically significant finding at a 95% confidence level*

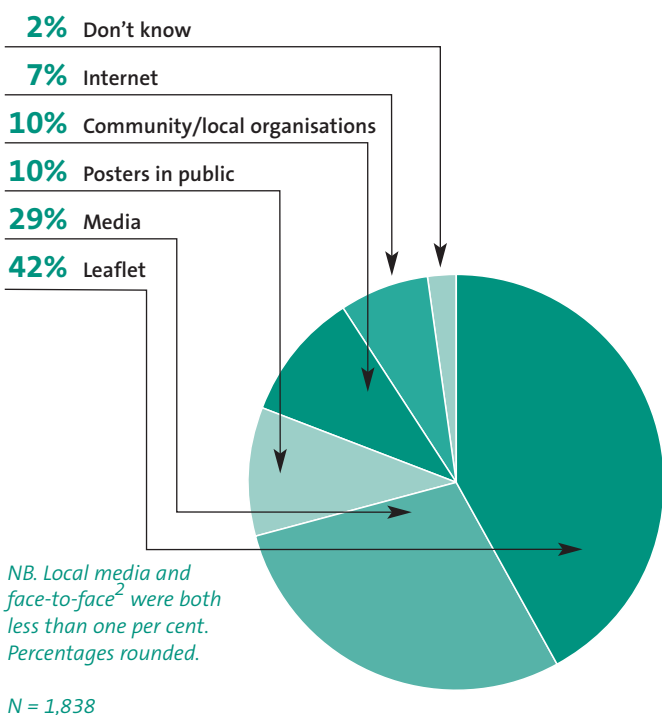
willing to complain stated that they would like to be better informed. This may indicate that willingness to complain does not necessarily depend on how informed about the process someone feels. However, providing information may still help to increase confidence.

How respondents would like information to be available on complaining

Respondents were then asked how they would like the information on complaining to be available. They were asked to

choose one option from a possible list of seven ways of communication. As Figure 4.1 shows, the most popular method by which respondents would like information on complaining about the police to be available is in leaflet form (Table A15, Appendix C has more detailed findings on this question). A further third wanted information to be available through the media.

Figure 4.1
Ways in which respondents would like information to be available on complaining



There were some differences in terms of preference between the various subgroups. Black people (33 per cent) and Asian people (36 per cent) were less likely than White people (44 per cent) to want information to be available through leaflets. Older people were also more likely to prefer leaflets than middle-aged people (55+ year-olds: 48 per cent, compared to 35-54 year-olds: 37 per cent).

Young and middle-aged people were more likely than older people to want information via the internet (15-34 year-olds: nine per cent; 35-54 year-olds: eight per cent, compared to 55+ year-olds: two per cent). This was also true of people from socio-economic groups AB (ten per cent) compared to those from socio-economic group D (four per cent). Those with a moderate willingness to complain were more likely to state

² Respondents were not given these prompts but a sufficient number of people stated them within the 'other please specify' option that they were back-coded and included in the analysis.

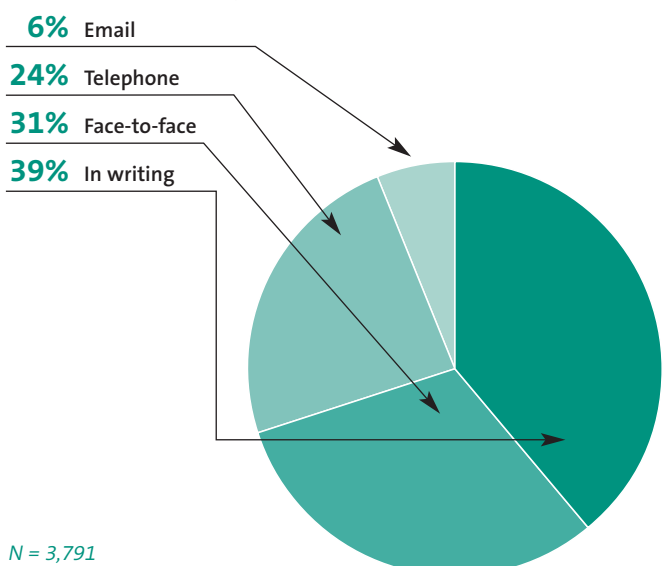
that they would like information to be available via the Internet (ten per cent).

Older people were more likely than young people to want information to be available through community/local organisations (15-34 year-olds: six per cent, compared to 55+ year-olds: 12 per cent).

How respondents would like to be kept informed of progress on their complaint

Respondents were asked to choose one option in relation to how they would like to be kept informed of progress if they had made a complaint. Figure 4.2 shows that respondents were most likely to say that they would like to be kept informed in writing (Table A8, Appendix C has a more detailed breakdown of this question). Respondents from socio-economic groups AB were more likely to prefer this option (45 per cent) compared to other socio-economic groups.

Figure 4.2
How respondents would like to be kept informed of progress on their complaint



A further third of respondents said that they would prefer to be kept informed through face-to-face contact. Respondents from socio-economic group E were more likely to state that they would prefer to be kept informed this way (43 per cent) than those in socio-economic groups AB (21 per cent), as were older people (55+ year-olds: 37 per cent) compared to middle-aged

people (35-54 year-olds: 26 per cent). Almost a quarter of respondents stated that they would prefer to be kept informed over the telephone, and there were few variations between the different subgroups.

Six per cent of respondents stated that they would like to be kept informed via email. The most likely people to prefer this option were men (eight per cent), young people (15-34 year-olds: nine per cent), and those in socio-economic groups AB (11 per cent). The least likely people to want to be kept informed by email were women (four per cent), older respondents (55+ year-olds: two per cent), and those in socio-economic group E (two per cent).

There were also some regional differences with people in London being the most likely to prefer email (nine per cent) and people in the North the least likely (two per cent). Those categorised as having a low willingness to complain were more likely than others to state that they would like to be kept informed about their complaint via email (12 per cent) compared to those with a moderate or high willingness to complain (nine per cent and four per cent respectively).

more popular amongst those from lower socio-economic groups and older people.

- Almost a quarter of respondents would like to be kept informed over the telephone and there were few variations between the subgroups.

CHAPTER 5

The next chapter brings together the findings from this report and details the conclusions and issues for future research to consider.

Summary

PROVISION OF INFORMATION ON COMPLAINING

- Forty-six per cent of respondents stated that they would like to be better informed about how to complain. Older people were less likely to state that they would like to be better informed.
- People from lower socio-economic groups, respondents with a recent unhappy experience of police contact, Black people and Asian people were all more likely to state that they would like to be better informed.
- The majority of respondents would like information to be available in leaflet form. A further third wanted information to be available through the media. Young and middle-aged people were more likely than older people to want information via the internet. This was also true of people from higher socio-economic groups.

BEING KEPT INFORMED ABOUT A COMPLAINT

- Respondents were most likely to say that they would like to be kept informed of progress in writing. Respondents from higher socio-economic groups were more likely to state this than those from lower socio-economic groups.
- A further third of respondents said that they would prefer to be kept informed through face-to-face contact. This was

5 Conclusion

Contact with the police
Awareness of the IPCC
Willingness to complain
Perceptions of the IPCC

Table 3.2
Percentage of respondents they have heard of

SEX	Percentage
Male	66%
Female	58%

SOCCO-ECONOMIC GROUPS	Percentage
A	28%
B	63%
C	60%
D	57%
E	47%

ETHNICITY	Percentage
Asian	27%
Black	58%
White	65%
Other	47%

This study's aim was to examine public confidence in the complaints system immediately following the changes introduced by the Police Reform Act 2002. It focuses on the general adult population in England and Wales – future research is planned with individuals who have experience of making complaints. We sought to gauge public confidence in the complaints system in terms of people's willingness to complain about the police. The study also provides some insight into the most effective ways of communicating with the public and providing them with relevant information about complaining about the police, as well as assessing awareness and knowledge of the IPCC. It provides an insight into potential barriers to the complaints system, and how individuals might be encouraged to complain when they are unhappy with the treatment they have received. This chapter brings together the findings from the previous chapters on the issues mentioned above and highlights the conclusions.

Willingness to complain, access to the complaints system and support for complainants

Given the large amount of past criticism about the police complaints system, it is perhaps surprising to find such a large proportion of our sample stating that they would use this system. Three-quarters of our respondents stated that they would be willing to complain if a police officer had really annoyed them. When asked about specific types of incident, again the majority of respondents said they would complain. Here incidents involving an officer physically assaulting them, or using racist or other offensive language, were those most likely to lead to a complaint being made. Respondents were least likely to complain about an unfair stop and search, but a majority of respondents still said they would. There were few differences between the social groups in the survey in terms of their willingness to complain. Most notably, there was less willingness to complain amongst people from lower socio-economic groups and those who had recent contact with the police, particularly if the contact was negative.

This high willingness to complain contrasted with a significant minority of respondents expressing scepticism about how their complaint might be handled. More than a third of respondents

believed that complaining would not make a difference, and a third also thought they would not be taken seriously if they complained, whilst almost a third stated that they did not know how to make a complaint. Men, young people, those from socio-economic groups D and E, ethnic minorities, and those who had a negative experience of contact with the police were more likely to agree with these statements.

In terms of accessing the complaints system, ethnic minorities and people from socio-economic groups D and E said they were more likely to want to complain at organisations other than police stations. Whilst two-thirds of respondents stated that they would be more willing to complain if an organisation or an individual could support them, those categorised as having a low willingness to complain were less likely to state this than those with a high willingness. They were also less likely to state that they would like to be better informed about how to complain. This is surprising and suggests that a reluctance to complain may be more than just feeling unsupported or ill informed about the process, and may rest on a lack of overall confidence in the system which needs to be tackled.

Awareness and perceptions of the complaints system

Two-thirds of respondents said that they had heard of the IPCC. We were surprised at this finding when the organisation is so new, and it led us to conduct further survey work. This meant that we measured awareness of the IPCC in three separate ways, all of which led to very similar results. Despite this we feel that this finding should be treated with a degree of caution. It may be that respondents are thinking of our predecessor, the PCA, or another organisation with a similar name. The possibility that respondents are confusing the IPCC and the PCA is borne out to a certain extent by past PCA awareness measures which were very similar to those in our survey.

Despite concerns about the high awareness of the IPCC recorded by the survey, variations between social groups in terms of awareness and perceptions of the IPCC were consistent with other findings. They also provide an indication of those groups that IPCC might wish to target in terms of information and publicity. For example, awareness of the IPCC

was much lower amongst ethnic minorities and young people, compared to White people and older people. Most people had heard of the IPCC through the media and this may help to explain regional variations in awareness. The IPCC has probably had more coverage through the local media in some areas than others, perhaps due to particular high-profile cases. Asian people were significantly less likely than White people to have heard about the IPCC through the media, and this may be due to the types of media in which the IPCC has received coverage. Further work needs to be done to see whether awareness levels amongst the Asian population could be improved by more targeted media coverage.

One finding which will be of particular concern is that just under a third of respondents thought that the IPCC was part of the police, with ethnic minorities being significantly more likely to think this than White people. There were no significant differences between those who had a high, moderate or low willingness to complain. However, this confusion may be an area which needs to be addressed through the media and public communications. More reassuringly, just over two-thirds of respondents thought that the IPCC would deal with complaints impartially, and a majority thought that they would be treated fairly if they made a complaint. Those less likely to think this included people who had had recent negative contact with the police, ethnic minorities and those with a low willingness to complain.

This survey and similar PCA surveys both measured 'prompted awareness'. This involved a survey interviewer stating the IPCC's or PCA's name and then asking if the respondent had heard of it. The PCA also measured 'unprompted awareness' in surveys that were conducted during the early to mid-1990s. This involved providing respondents with a description of the PCA's duties without giving the organisation's title. Respondents were then asked to name the organisation which undertook these duties. This resulted in much lower levels of awareness than those from the prompted awareness question, with only eight-twelve per cent of respondents being aware of the PCA (cited in Quigley and Best, unpublished 2003). Arguably, questions about 'prompted' and 'unprompted' awareness measure different things, but it may well be worth adding an unprompted question when the IPCC survey is repeated.

Discussion

This survey gives an indication of those groups of people who are most willing to complain about the police. When thinking about complaints in general, one might assume that those

people with negative experiences of an organisation or service would be most likely to make a complaint. However, this does not appear to be the case when considering police complaints. Instead, the survey found that those with recent negative experience of the police were less likely to complain. In addition to this group, the survey found a number of other groups who were either sceptical about the complaints system or disinclined to use it. These included:

- ethnic minorities
- those from socio-economic groups D and E
- young people

Males were also found to express some scepticism about making a police complaint, but at a less consistent level compared to the above groups.

What unites the majority of these groups is that they tend to have an above-average level of adversarial contact with the police, or form parts of communities which tend to have poor relationships with the police. It may well be that these groups' lower willingness to complain about the police is, in fact, a result of their own past experience of the police, together with the relationship their peer group and wider community have with the police. If so, technical changes to the police complaints system and an increase in general awareness may only be able to go so far in terms of drawing in groups previously unwilling to use the system. Scepticism about making a police complaint may still continue among some groups, if it is based on wider and deep-rooted experiences and perceptions of the police. Having said this, one should remember that, although willingness to complain among some of these groups was low compared to other groups in the survey, most of those groups with a low willingness still said they would complain.

A survey such as the one we report on here can only go so far in examining public confidence around the complaints system. We therefore plan to conduct a qualitative study which will explore some of the findings from this survey, including why some social groups appear less willing to complain. Future research involving respondents from the British Crime Survey will go beyond public willingness to complain and will explore the extent to which people actually complain when they are annoyed and what prevents them from complaining. All of this work aims to support and develop that part of the IPCC's guardianship role which seeks to raise public confidence in the complaints system, ensure that the system is accessible, and improve the way in which the police handle complaints.

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Appendix A: Detailed Methodology

The survey

Fifteen questions were commissioned by the Independent Police Complaints Commission (IPCC) for inclusion in the British Market Research Bureau (BMRB) International's omnibus survey. BMRB International's 'ACCESS Face-to-Face' omnibus survey is a weekly survey providing 2,000 in-home interviews with a nationally representative sample of adults aged 15 and over across Great Britain³. The survey uses a Computer Assisted Personal Interviewing (CAPI) system. This means that a laptop computer was used for showing respondents the questionnaire and recording their answers.

CAPI offers advantages in terms of data quality; the sequence of questions asked by the interviewer is controlled by the computer program, thereby virtually eliminating interviewer error. The computer will check the logic of a respondent's answers so that, if an invalid response is given, it will tell the interviewer and he or she can seek clarification immediately. This removes the need for data editing at the analysis stage, when it is not always possible to resolve inconsistencies.

The sample

BMRB International interviewed a representative sample of 4,072 adults aged 15 and over between 30 September and 13 October, throughout England and Wales. BMRB International also selected a booster sample of 915 ethnic minority respondents (making a total of 1,175 ethnic minority respondents) and interviewed them between 30 September and 17 November. The main sample was representative of people from across England and Wales in terms of age range, geographical region, gender, and socio-economic group so that inferences could be drawn about the wider population. An additional 2,093 respondents answered some extra questions

³ When analysing the survey, respondents from Scotland were removed, since the IPCC only covers England and Wales.

on awareness of the IPCC at the end of November 2004 in order to establish the robustness of these findings.

BMRB International's omnibus survey uses a form of random location sampling which differs from quota sampling in that interviewers are given very little choice in the selection of respondents. Respondents are drawn from a small set of homogenous streets selected with probability proportional to population after stratification by their ACORN (A Classification of Residential Neighbourhoods) characteristics and region. The sampling design is single stage using direct selection of appropriate Sample Units⁴ rather than taking streets at random from larger units such as wards or parishes. Quotas are set in terms of characteristics which are known to have a bearing on individuals' probabilities of being at home and so available for interview. Rules are given which govern the distribution, spacing and timing of interviews. Interviewers usually achieve 12 interviews over two days.

The sample may still be biased against those who lead busy, active lives and those who are initially reluctant to take part in the survey. Weighting can be used to drastically reduce such biases (Byron, 2004). The data in this survey have been weighted by statisticians from BMRB International to reduce any potential biases.

In terms of how the subgroups were classified, BMRB International uses the socio-economic group classification system used generally in market research in the UK. The socio-economic group of a respondent is based on the occupation or former occupation of the chief income earner in the household. The classes are:

- A - Higher managerial / administrative / professional
- B - Intermediate managerial / administrative / professional
- C1 - Supervisory or clerical and junior managerial / administrative / professional
- C2 - Skilled manual workers
- D - Semi- and unskilled manual workers
- E - Dependent on benefits; e.g., state pensioners, unemployed (no private income)⁵.

To enable the data to be analysed by ethnicity BMRB International combined the ethnic groups into larger groups as follows:

⁴ Sample Units (groups of Census 2001 Output areas of, on average, 300 households in Great Britain) are stratified in the following manner: standard region; within standard region – by ACORN type; and within standard region by county and ITV region.

⁵ BMRB International use the original glossary based on ESOMAR Glossary of Market Research - written by and used by kind permission of Raymond Hastings, LEGO UK Ltd.

- White = White, Irish, any other White background
- Black = White and Black Caribbean, White and Black African, Caribbean, African, any other Black background
- Asian = Indian, Pakistani, Bangladeshi, any other Asian background
- Other = Chinese, any other ethnic background

The analysis and significance testing

The data were inputted into two SPSS files; one for the nationally representative sample and the other for the ethnic minority booster. As mentioned above respondents from Scotland were removed from both samples to ensure that the data only consisted of respondents from England and Wales as this is the area that the IPCC covers. The national sample was given a weighting variable by BMRB International's statisticians to ensure that the data were representative of the population. The ethnic minority data were used to look at the responses of ethnic minority respondents and BMRB International's statisticians attached a weighting variable to the dataset that was specific to ethnic minorities; i.e. it took into account differences in age, sex, and region of an ethnic minority population in comparison to a White sample.

The authors analysed the data using cross-tabulations in SPSS and the chi-square test was used to test for statistical significance. The objective of significance testing is to decide whether any difference between two or more figures is due to chance or not. Social researchers have traditionally been content to accept differences between figures where there is a less than five per cent probability that the difference is due to chance. If statistical testing finds that there is less than a five per cent probability that the difference is due to chance then we say that we are 95 per cent confident that the difference is significant. A 95 per cent confidence level is used throughout this report when referring to significant findings.

T-tests were carried out to test the differences between White and ethnic minority groups as the data sets were separate. The chi-square test statistic was used to test the differences between all of the other subgroups. Once it is accepted that there is a statistically significant difference, we then need to know which of the cells in the table are responsible for the significant chi-square value. The usual approach to answer this question is the 'analysis of residuals'. The 'adjusted residual' is a standardised measure of distance between the expected value

in a cell and the observed value. The adjusted residual for any table should approximately follow a normal distribution with a mean value of 0 and a value of one for the standard deviation. The largest residuals are associated with cells that contribute the most to the chi-square statistic. All residuals larger than two in magnitude (absolute value) show significant discrepancies (at a five per cent level) between what is expected (i.e. if there is no difference) and what is observed⁶. Therefore, the tables in this report mark all of the results that show a statistically significant finding with an asterisk. The percentages in the tables have been rounded to the nearest whole number so where the figure in the cell is less than 0.5 per cent this has been rounded to 0 per cent.

Logistic regression

Logistic regression was used to analyse some of the questions in order to test the strength of the associations. Logistic regression is a well-established technique in social research and has been extensively used in social survey analysis (e.g. Mirrlees-Black et al, 1998; Kershaw et al, 2000; Clancy et al, 2001). It is a multivariate statistical technique that allows one to determine whether any independent variable such as age thought to be related to a dependent variable such as willingness to complain is statistically important once possible associations with other variables have been taken into account. However, logistic regression does not prove that causal links exist but only indicates that belonging to a particular subgroup has an effect on outcome.

In this study logistic regression was used to examine the significant predictive factors associated with awareness of the IPCC (see Chapter 3). It was also used to examine those factors that might influence whether or not someone might complain about the police. However, no significant models could be produced using the factors in the survey, suggesting that other factors not collected in the survey, for example those measuring psychological characteristics, may well play a role.

⁶ See <http://oassis.gcal.ac.uk/rms/erm/erm.html> - John Culbert, School of Law and Social Sciences, Glasgow Caledonian University, for more details.

Appendix B: Questionnaire⁷

Interviewer: Please show screen unless otherwise instructed

1. Have you contacted, or been contacted by, the police in the last 12 months? For example, to report a crime or having been stopped by the police

- Yes
- No
- Don't know
- Refused

If 1 = yes then ask: 2

2. Thinking of the most recent contact you've had with the police in the last 12 months, how happy were you with the way the police treated you during this contact?

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy
- Don't know

3. If you were really unhappy about how a police officer behaved towards you, OR handled a matter in which you were involved, how likely would you be to complain?

- I would definitely complain
- I would probably complain
- It is neither likely nor unlikely that I would complain
- I would probably not complain
- I would definitely not complain
- Don't know

If answer is NOT 'I would definitely not complain' then ask 4

I am now going to read out some situations involving contact with the police. For each one, could you tell me whether you think you would complain, you would not complain, or you don't know whether or not you would complain. So firstly...

- 4.**
- If an officer was rude to you when you asked for assistance
 - If an officer stopped and searched you for no reason
 - If an officer failed to keep you adequately informed about how she/he was dealing with a crime you had reported
 - If an officer physically assaulted you or used too much force during a public demonstration
 - If an officer used racist or other offensive language when dealing with you

IF NECESSARY SAY: What would you do in this situation?

- I would complain
- I would not complain
- I don't know whether I would complain or not

End of filter

I am now going to read out some statements that people have said regarding making complaints about the police. Please tell me how strongly you agree or disagree with each one, using the following scale: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree. So firstly...

- 5.**
- I don't know how to make a complaint
 - It would take up too much of my time to complain
 - I don't want to make trouble for the police by complaining
 - I don't think complaining would make a difference
 - I don't think I'd be taken seriously if I made a complaint
 - I'd be worried about police harassment or other consequences if I complained

IF NECESSARY SAY: How much do you agree or disagree with this statement?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

⁷ BMRB International gave the question answers number codes which were entered into the CAPI system, and the routing information was worded slightly differently. This has been changed in the reproduction of the questionnaire here for the sake of simplicity.

6. Imagine you did want to make a complaint about the police, which ONE of the following places would you be most likely to go to?

- A local police station
- The Citizens Advice Bureau
- The Race Equality Council
- The local authority/ council
- An independent complaints body
- A solicitor or law centre
- Direct to an MP
- A community organisation
- Don't know
- None of these

7. If an organisation or individual could help you make a complaint and support you whilst your complaint was being dealt with, would you be more willing to complain about the police?

- Yes
- No
- Don't know

8. Imagine you did make a complaint about the police. In which ONE of the following ways, if any, would you most like to be kept informed on progress?

- Telephone
- Email
- In writing
- Face-to-face
- Don't know
- Other (please specify)

9. Have you heard of the Independent Police Complaints Commission?

- Yes
- No
- Don't know

If 9 = yes then ask 10, 11, 12, 13

10. How did you first hear about the Independent Police Complaints Commission?

- Through the media
- By word of mouth
- Through the internet
- Through work
- Through the police/ at the police station
- The Citizens Advice Bureau
- Don't know
- Other (please specify)

11. Do you think that the Independent Police Complaints Commission is part of the police?

- Yes
- No
- Don't know

12. How confident are you that the Independent Police Complaints Commission deals with complaints against the police in an impartial way?

- Very confident
- Fairly confident
- Neither confident nor unconfident
- Not very confident
- Not at all confident
- Don't know

13. If you were to make a complaint against a police officer to the Independent Police Complaints Commission, do you think you would be treated fairly?

- Yes
- No
- Don't know

End of filter

14. Would you like to be better informed about how to complain about the police?

- Yes
- No
- Don't know

If 14 = yes or 14 = Don't know then ask 15

15. Through which ONE of the following ways would you most like information to be available on how to complain about the police?

- Media
- Leaflet
- Posters in public
- Internet
- Community/ local organisations
- Don't know
- Other (please specify)

End of filter

Appendix C: Tables

Table A1

Percentage of respondents who had contacted, or been contacted by, the police in the previous 12 months

	Percentage		Unweighted N
	Yes	No	
SEX			
Male	29*	71*	1651
Female	24*	76*	2138
SOCIO-ECONOMIC GROUPS			
AB	29	71	590
C1	26	74	1086
C2	27	73	911
D	25	75	549
E	26	75	653
AGE			
15-34	31*	69*	1160
35-54	30*	70*	1310
55+	19*	81*	1319
ETHNICITY			
Asian	18*	82*	567
Black	20*	80*	447
White	27*	73*	3453
Other	23	77	159
STANDARD REGION			
London	18*	82*	483
South East	31*	69*	830
South West	33*	67*	366
Wales	21*	79*	137
East Anglia	23	77	121
East Mids	27	73	263
West Mids	26	74	381
Yorks/Humber	32*	69*	444
North West	26	74	537
North	23	77	227

Percentages are rounded. N = 3, 789 respondents
 N does not include booster sample except ethnicity breakdown
 *indicates a statistically significant finding at a 95% confidence level

Table A2

Percentage of respondents who were happy or very happy with their contact with the police

	Percentage	Unweighted N
SEX		
Male	59*	470
Female	69*	539
SOCIO-ECONOMIC GROUPS		
AB	66	169
C1	67	288
C2	61	245
D	61	138
E	58	169
AGE		
15-34	53*	366
35-54	67	410
55+	75*	233
ETHNICITY		
Asian	68	99
Black	57	88
White	64*	941
Other	44*	37
STANDARD REGION		
London	62	83
South East	58	259
South West	60	119
Wales	54	27
East Anglia	81	27
East Mids	63	69
West Mids	68	93
Yorks/Humber	65	140
North West	71	138
North	65	54

Percentages are rounded. N = 1,009 respondents
 N does not include booster sample except ethnicity breakdown
 *indicates a statistically significant finding at a 95% confidence level

Table A3

Percentage of respondents stating that they would definitely or probably complain

	Percentage	Unweighted N
SEX		
Male	74*	1633
Female	79*	2123
SOCIO-ECONOMIC GROUPS		
AB	82*	587
C1	76	1073
C2	75	901
D	74	545
E	70*	650
STANDARD REGION		
London	81*	465
South East	75	826
South West	77	364
Wales	77	137
East Anglia	78	120
East Mids	68*	262
West Mids	80	378
Yorks/Humber	76	444
North West	76	534
North	78	226
ETHNICITY		
Asian	76	562
Black	77	432
White	77	3435
Other	77	154
AGE		
15-34	73*	1140
35-54	80*	1308
55+	77	1308
CONTACT WITH POLICE		
Yes	73*	1001
No	78*	2753
SATISFACTION WITH POLICE CONTACT		
Happy/very happy	79*	644
Neither happy nor unhappy	67	138
Unhappy/very unhappy	58*	219

Percentages are rounded. N = 3,756 respondents

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A4

Percentage of respondents who said they would complain in each scenario

	If an officer physically assaulted you or used too much force during a public demonstration	If an officer used racist or other offensive language when dealing with you	If an officer was rude to you when you asked for assistance	If an officer failed to keep you informed about how s/he was dealing with a crime you had reported	If an officer stopped and searched you for no reason	Unweighted N
	Percentage	Percentage	Percentage	Percentage	Percentage	
SEX						
Male	84*	82*	67*	62	49*	1595
Female	88*	89*	74*	64	65*	2090
AGE						
15-34	88	87	64*	61	52*	1129
35-54	87	87	73*	62	56	1274
55+	84*	84	75*	67*	65*	1282
ETHNICITY						
Asian	90	93*	77*	67	66*	555
Black	82*	86*	72	73*	63*	438
White	87*	86*	71*	63*	57*	3355
Other	78*	85	68	70	63	156
SOCIO-ECONOMIC GROUPS						
AB	87	86	73	64	56	580
C1	87	87	69	60	57	1061
C2	85	84	70	65	58	8894
D	87	85	71	64	58	528
E	84	83	73	65	66	622
STANDARD REGION						
London	83	84	71	72*	61	479
South East	85	85	68*	58*	51*	803
South West	86	84	73	61	57	355
Wales	85	89	70	58	55	134
East Anglia	81	81	71	64	48*	118
East Mids	86	84	64*	56*	49*	254
West Mids	87	86	75*	68	63*	372
Yorks/Humber	87	89	72	61	68*	430
North West	93*	87	72	69*	61	518
North	86	87	73	66	64	222
CONTACT WITH POLICE						
Yes	87	86	70	63	56	973
No	86	86	71	63	59	2710
SATISFACTION WITH POLICE CONTACT						
Happy/very happy	88	86	71	64	56	635
Neither happy nor unhappy	86	90	63	55	53	134
Unhappy/very unhappy	86	83	70	65	57	204
TOTAL	86	86	71	63	58	3685

Percentages are rounded. N does not include booster sample except ethnicity breakdown. *indicates a statistically significant finding at a 95% confidence level

Table A5
Percentage of respondents who strongly agree or agree with statements about complaining

	I don't think complaining would make a difference	I don't think I'd be taken seriously if I made a complaint	I don't know how to make a complaint	It would take up too much of my time to complain	I'd be worried about police harassment or other consequences	I don't want to make trouble for the police by complaining
	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N	Percentage Unweighted N
SEX						
Male	38* 1638	32 1629	27 1635	27* 1628	20 1633	18 1636
Female	34* 2112	30 2116	30 2123	19* 2120	18 2119	17 2122
AGE						
15-34	39* 1141	39* 1137	30 1142	29* 1142	20 1139	16 1144
35-54	34 1301	26* 1298	27 1305	21 1299	18 1302	13* 1304
55+	35 1308	28* 1310	28 1311	18* 1307	18 1311	22* 1310
ETHNICITY						
Asian	38 559	38* 558	31 562	35* 558	30* 557	18 560
Black	32 432	38* 431	25 432	33* 430	28* 432	18 433
White	36 3433	30* 3428	28 3340	21* 3432	18* 3434	17 3439
Other	42 154	40* 154	30 154	32* 154	30* 154	22 155
SOCIO-ECONOMIC GROUPS						
AB	30* 587	25* 584	20* 587	22 584	13* 587	13* 587
C1	33* 1073	29 1075	28 1077	23 1075	17 1074	18 1081
C2	41* 899	32 892	31 899	24 896	19 898	18 898
D	40* 545	40* 546	35* 548	22 548	25* 545	18 546
E	43* 646	42* 648	34* 647	23 645	28* 648	25* 646
STANDARD REGION						
London	35 462	34 461	25 462	32* 460	23* 460	21* 463
South East	34 830	27* 828	29 830	20* 831	16* 830	13* 830
South West	35 362	26* 363	24* 364	19 361	17 361	20 365
Wales	45* 136	36 136	16* 137	23 136	22 135	17 137
East Anglia	28* 121	26 120	23 121	18 120	11* 121	10* 121
East Mids	42* 261	32 259	31 262	30* 261	23 262	28* 261
West Mids	31* 379	31 381	33* 379	20 380	16 380	17 380
Yorks/Humber	37 440	32 442	33* 444	21 442	16 444	19 443
North West	40 534	35 530	31 533	23 532	25* 533	16 532
North	35 225	33 225	28 226	18 225	18 226	12* 226
CONTACT WITH POLICE						
Yes	36 1002	32 1000	24* 1002	25 1002	20 1002	14* 1002
No	36 2746	30 2743	30* 2754	22 2744	18 2748	19* 2754
SATISFACTION WITH POLICE CONTACT						
Happy/very happy	28* 645	25* 644	22 646	19* 646	17* 646	13 646
Neither happy nor unhappy	39 138	35 137	31 138	35* 138	22 138	16 138
Unhappy/very unhappy	58* 219	50* 219	26 218	34* 218	26* 218	14 218
TOTAL % UNWEIGHTED N	36 3750	31 3745	28 3758	23 3748	19 3752	17 3758

Percentages are rounded. N does not include booster sample except ethnicity breakdown. *Indicates a statistically significant finding at a 95% confidence level

Table A6
Where respondents would be most likely to make a complaint

	A local police station Percentage	The Citizens Advice Bureau Percentage	A solicitor or law centre Percentage	An independent complaints body Percentage	The local authority/body Percentage	Direct to an MP Percentage	The Race Equality Council Percentage	A community organisation Percentage	Unweighted N
SEX									
Male	63	12*	9*	7	3	3	1	1	1651
Female	64	15*	6*	5	3	2	1	1	2140
SOCIO-ECONOMIC GROUPS									
AB	66	10*	9	9*	2	3	1	0	590
C1	64	11*	7	6	4*	2	1	1	1086
C2	62	16*	7	5	2	2	1	1	913
D	61*	18*	7	4*	3	4	0	0	549
E	60	18*	9	4	4	3	1	1	653
AGE									
15-34	62	15	8	5*	3	2	1	1	1160
35-54	61*	14	9	7*	3	3	1*	1	1311
55+	66*	13	6*	5	3	3	0	1	1320
ETHNICITY									
Asian	51*	12	14*	4*	7*	7	4*	3*	569
Black	37*	15	16*	8*	4	6	7*	2	447
White	66*	14	7*	6	3*	3	0*	0*	3455
Other	50*	15	14*	8	3	3	2	1	159
STANDARD REGION									
London	43*	13	11*	10*	5*	5*	3*	2*	483
South East	67*	15	5*	7	2*	3	0*	0*	831
South West	66	14	8	5	1	2	1	0	367
Wales	68	12	7	5	3	3	1	0	137
East Anglia	75*	8*	7	4	4	3	0	0	121
East Mids	66	13	8	5	2	2	1	1	263
West Mids	63	13	7	6	5*	2	1	0	381
Yorks/Humber	66	15	7	4	3	1	1	1	444
North West	65	14	7	5	4	2	1	1	537
North	67	14	12*	1*	1	2	0	1	227
CONTACT WITH POLICE									
Yes	66*	12	8	6	3	3	1	1	1009
No	62*	14	8	6	3	3	1	1	2780
SATISFACTION WITH POLICE CONTACT									
Happy/very happy	69	12	6	5	3	3	1	1	649
Neither happy nor unhappy	59	16	11	5	2	3	1	1	139
Unhappy/very unhappy	63	12	10	8	3	3	0	1	221
TOTAL %	63	14	8	6	3	3	1	1	3791

Percentages are rounded. N does not include booster sample except ethnicity breakdown. *indicates a statistically significant finding at a 95% confidence level

Table A7

Percentage of respondents who would be more willing to complain about the police if supported by an organisation or individual

	Percentage	Unweighted N
SEX		
Male	63*	1608
Female	70*	2072
SOCIO-ECONOMIC GROUPS		
AB	63*	587
C1	63*	1054
C2	71*	882
D	70	532
E	68	625
STANDARD REGION		
London	59*	467
South East	64	806
South West	72*	355
Wales	71	130
East Anglia	64	119
East Mids	65	258
West Mids	71	375
Yorks/Humber	70	435
North West	64	512
North	75*	223
ETHNICITY		
Asian	71	554
Black	77*	426
White	67*	3363
Other	68	154
AGE		
15-34	70*	1132
35-54	68	1285
55+	61*	1263
CONTACT WITH POLICE		
Yes	69	989
No	66	2691
SATISFACTION WITH POLICE CONTACT		
Happy/very happy	68	637
Neither happy nor unhappy	67	135
Unhappy/very unhappy	74	217

Percentages are rounded. N = 3,680 respondents

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A8

If respondents made a complaint how would they like to be kept updated on progress

	In writing Percentage	Face-to-face Percentage	Telephone Percentage	Email Percentage	Unweighted N
SEX					
Male	37*	32*	22*	8*	1651
Female	40*	30*	25*	4*	2140
SOCIO-ECONOMIC GROUPS					
AB	45*	21*	21*	11*	590
C1	40	27*	24	7	1086
C2	34*	37*	25	3*	913
D	35*	37*	25	3*	549
E	31*	43*	23	2*	653
AGE					
15-34	36*	29	26*	9*	1160
35-54	40	26*	25	7*	1311
55+	39	37*	20*	2*	1320
ETHNICITY					
Asian	40	29	21	8	569
Black	39	35	19	4	447
White	38	31	24	6	3455
Other	43	28	18	9	159
STANDARD REGION					
London	40	26*	23	9*	483
South East	40	28	24	7	831
South West	40	29	24	5	367
Wales	38	35	21	5	137
East Anglia	38	32	22	7	121
East Mids	33*	33	26	7	263
West Mids	39	30	26	4	381
Yorks/Humber	33*	37*	24	5	444
North West	44*	28	22	4*	537
North	32	40*	24	2*	227
CONTACT WITH POLICE					
Yes	36	28	27*	7*	1009
No	39	31	22*	5*	2780
SATISFACTION WITH POLICE CONTACT					
Happy/very happy	36	27	28	8	649
Neither happy nor unhappy	33	32	28	7	139
Unhappy/very unhappy	40	32	23	5	221
TOTAL %	39	31	24	6	3791

Percentages are rounded.

'Other' responses not included

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A9

Percentage of respondents stating that they had heard of the IPCC

	Percentage		Unweighted N
	Yes	No	
SEX			
Male	66*	34*	1651
Female	58*	42*	2140
SOCIO-ECONOMIC GROUPS			
AB	74*	26*	590
C1	63	37	1086
C2	60	40	913
D	51*	48*	549
E	47*	53*	653
STANDARD REGION			
London	46*	53*	483
South East	69*	31*	831
South West	70*	30*	367
Wales	58	43	137
East Anglia	69*	31	121
East Mids	70*	30*	263
West Mids	54*	46*	381
Yorks/Humber	57	42	444
North West	62	37	537
North	65	35	227
ETHNICITY			
Asian	27*	72*	569
Black	38*	61*	447
White	65*	35*	3455
Other	40*	51*	159
AGE			
15-34	39*	61*	1160
35-54	74*	25*	1311
55+	71*	29*	1320
CONTACT WITH POLICE			
Yes	68*	32*	1009
No	60*	40*	2780
SATISFACTION WITH POLICE CONTACT			
Happy/very happy	69	30	649
Neither happy nor unhappy	65	34	139
Unhappy/very unhappy	66	34	221

Percentages are rounded. N = 3, 791 respondents

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A10
How respondents first heard about the IPCC

	Through the media	By word of mouth	Through work	Through the police/at the police station	The Citizens Advice Bureau	Through the internet	Through a friend/relative	Neighbourhood watch scheme	Through college/school	Leaflets/literature	Unweighted N
	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	
SEX											
Male	82	5	4	4	1	0	0	0	0	0	1071
Female	79	8	3	4	1	0	0	0	0	0	1211
SOCIO-ECONOMIC GROUPS											
AB	84*	4*	5*	4	1	0	0	0*	0	0	444
C1	80	6*	4	4	1	1*	0	0	1*	0	698
C2	77	10*	4	5	1	0	0	0	0	0	546
D	80	9*	1*	4	1	0	0	0	0	0	286
E	76	9	1*	5	1	0	1*	0	0	0	308
AGE											
15-34	71*	11*	5*	6*	2	1*	0	0	1*	0	457
35-54	84*	5*	3	4	1	0	0	0	0	0	932
55+	82	6	4	4	1	0	0	0	0	0*	893
ETHNICITY											
Asian	69*	13	7	5	2	0	1	0	1	0	143
Black	73	11	2	1	5*	1	0	0	0	1	160
White	81*	7	3	4	1*	0	0	0	0	0	2172
Other	79	9	12	0	0	0	0	0	0	0	57
STANDARD REGION											
London	79	9	3	2	4*	0	0	0	0	0	221
South East	81	7	3	4	0	0	1	0	1	0	559
South West	81	5	6	4	0	0	0	0	0	0	249
Wales	79	5	3	6	2	0	0	0	0	0	77
East Anglia	74	13*	5	5	0	0	1	2*	0	0	85
East Mids	83	4	3	4	1	1	1	0	1	0	180
West Mids	77	8	2	7	2	1	0	1	0	0	199
Yorks/Humber	81	6	6	3	0	0	0	0	1	0	253
North West	80	7	3	6	1	0	0	0	0	1*	322
North	83	7	4	4	1	0	1	0	0	0	137
CONTACT WITH POLICE											
Yes	79	6	4	7*	1	0	0	0	0	0	670
No	81	7	3	3*	1	0	0	0	0	0	1611
SATISFACTION WITH POLICE CONTACT											
Happy/very happy	80	5	5	6	1	0	1	0	0	0	448
Neither happy nor unhappy	82	4	2	9	0	1	0	0	0	0	86
Unhappy/very unhappy	75	6	4	12	1	1	0	0	0	0	136
TOTAL %	80	7	4	4	1	0	0	0	0	0	2282

Percentages are rounded. 'Other' responses not included. N does not include booster sample except ethnicity breakdown. *indicates a statistically significant finding at a 95% confidence level

Table A11
Percentage of respondents who think that the IPCC is part of the police

	Percentage	Unweighted N
SEX		
Male	27*	1071
Female	30*	1211
SOCIO-ECONOMIC GROUPS		
AB	24*	444
C1	25*	698
C2	35*	546
D	35*	286
E	35	308
STANDARD REGION		
London	32	221
South East	27	559
South West	25	249
Wales	35	77
East Anglia	17*	85
East Mids	29	180
West Mids	28	199
Yorks/Humber	27	253
North West	35*	322
North	30	137
ETHNICITY		
Asian	48*	143
Black	44*	160
White	29*	2172
Other	40	57
AGE		
15-34	29	457
35-54	27	932
55+	31	893
CONTACT WITH POLICE		
Yes	26	670
No	30	1611
SATISFACTION WITH POLICE CONTACT		
Happy/very happy	24	448
Neither happy nor unhappy	33	86
Unhappy/very unhappy	29	136

Percentages are rounded. N = 2,282

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A12
Percentage of respondents who are very or fairly confident that the IPCC would deal with complaints impartially

	Percentage	Unweighted N
SEX		
Male	65*	1043
Female	69*	1191
SOCIO-ECONOMIC GROUPS		
AB	68	441
C1	68	682
C2	68	536
D	63	279
E	67	296
STANDARD REGION		
London	64	212
South East	68	551
South West	69	245
Wales	68	71
East Anglia	75	85
East Mids	65	178
West Mids	62	192
Yorks/Humber	70	246
North West	67	318
North	64	136
ETHNICITY		
Asian	57*	141
Black	54*	153
White	68*	2130
Other	46*	57
AGE		
15-34	61*	444
35-54	67	918
55+	70*	872
CONTACT WITH POLICE		
Yes	64*	654
No	69*	1579
SATISFACTION WITH POLICE CONTACT		
Happy/very happy	71*	440
Neither happy nor unhappy	52*	83
Unhappy/very unhappy	49*	131

Percentages are rounded. N = 2,234

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A13

Percentage of respondents who think that they would be treated fairly by the IPCC

	Percentage	Unweighted N
SEX		
Male	84*	1071
Female	88*	1211
SOCIO-ECONOMIC GROUPS		
AB	90*	444
C1	86	698
C2	83	546
D	83	286
E	78*	308
STANDARD REGION		
London	75*	221
South East	89*	559
South West	87	249
Wales	85	77
East Anglia	92	85
East Mids	86	180
West Mids	84	199
Yorks/Humber	87	253
North West	87	322
North	85	137
ETHNICITY		
Asian	77*	143
Black	64*	160
White	87*	2172
Other	77	57
AGE		
15-34	84	457
35-54	86	932
55+	87	893
CONTACT WITH POLICE		
Yes	82*	670
No	87*	1611
SATISFACTION WITH POLICE CONTACT		
Happy/very happy	88*	448
Neither happy nor unhappy	75	86
Unhappy/very unhappy	68*	136

Percentages are rounded. N = 2,282

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A14

Percentage of respondents who would like to be better informed about complaining

	Percentage	Unweighted N
SEX		
Male	45*	1651
Female	47*	2140
SOCIO-ECONOMIC GROUPS		
AB	40*	590
C1	42*	1086
C2	47	913
D	56*	549
E	52*	653
STANDARD REGION		
London	52*	483
South East	46	831
South West	46	367
Wales	41	137
East Anglia	37*	121
East Mids	45	263
West Mids	48	381
Yorks/Humber	43	444
North West	43	537
North	50	227
ETHNICITY		
Asian	62*	569
Black	66*	447
White	45*	3455
Other	57*	159
AGE		
15-34	48	1160
35-54	47	1311
55+	43*	1320
CONTACT WITH POLICE		
Yes	47	1009
No	46	2780
SATISFACTION WITH POLICE CONTACT		
Happy/very happy	42*	649
Neither happy nor unhappy	50	139
Unhappy/very unhappy	59*	221

Percentages are rounded. N = 3,791

N does not include booster sample except ethnicity breakdown

*indicates a statistically significant finding at a 95% confidence level

Table A15

Ways in which respondents would like information to be available on complaining

	Leaflet	Media	Community/ local organisations	Posters in public	Internet	Local media	Face-to-face	Unweighted N
	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	
SEX								
Male	39*	33*	9*	9*	7*	0	0	765
Female	45*	26*	11*	11*	6*	0	0	1073
SOCIO-ECONOMIC GROUPS								
AB	42	28	9	10	10*	0	0	242
C1	39	31	9	10	8	0*	0	475
C2	40	32	12	9	6	0	0	455
D	47*	28	10	8	4*	0	0	315
E	46	24	9	14	4	0	1*	351
AGE								
15-34	42	29	6*	11	9*	0	0	590
35-54	37*	32	11	9	8*	0	0	662
55+	48*	27	12*	10	2*	0	0	586
ETHNICITY								
Asian	36*	32	10	7	11*	0	0	371
Black	33*	36*	9	12	5	0	1	312
White	44*	28*	9	10	7*	0	0	1633
Other	40	23	11	14	6	0	0	99
STANDARD REGION								
London	25*	39*	9	14*	6	0	0	277
South East	45	27	9	10	8	0	0	403
South West	43	28	8	14*	5	1*	0	175
Wales	47	33	9	7	5	0	0	56
East Anglia	58*	17*	17	7	2	0	0	48
East Midlands	48	22*	10	9	10	0	0	126
West Midlands	35*	36*	11	7	10	0	0	201
Yorks/Humber	57*	19*	7	8	6	1*	0	195
North West	40	34	12	8	6	0	0	244
North	52*	22	10	9	4	0	1*	113
CONTACT WITH POLICE								
Yes	41	30	9	11	7	0	0	495
No	43	29	10	10	6	0	0	1392
SATISFACTION WITH POLICE CONTACT								
Happy/very happy	43	30	11	6*	9*	0	0	289
Neither happy nor unhappy	40	32	8	12	5	1*	0	73
Unhappy/very unhappy	37	29	7	18*	4	0	1	133
TOTAL %	42	29	10	10	7	0	0	1838

Percentages are rounded. 'Other' responses not included. N does not include booster sample except ethnicity breakdown. * indicates a statistically significant finding at a 95% confidence level

Table A16

Predictive factors for awareness of the IPCC

Factor	Exp(B)
Male	1.58
35 years and over	4.10
Social economic groups ABC1	1.83
White	3.21
More willing to complain about the police	1.64
Hosmer and Lemeshow	0.01
Base N	5115

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