

6 June 2013

Our reference: ADM/1704p05

Your reference: D13/13779

Contact: Tom Millett

Telephone: [REDACTED]

The Hon Catherine Cusack MP
Chair
Committee on the Office of the Ombudsman,
Police Integrity Commission
and the Crime Commission
Parliament of NSW
Macquarie Street
SYDNEY NSW 2000

Dear Madam Chair

Information about NSW Police Force (NSWPF) complaints

I am writing in response to your correspondence dated 22 May 2013 requesting certain information about police complaints. I understand Deputy Ombudsman Linda Waugh has also spoken with the Committee Manager Ms Matthews in relation to your request.

As Ms Waugh explained during that conversation, our office does not hold information in relation to all complaints made by NSW Police officers about the conduct of other officers. By way of background, our office is one of several who have responsibilities relating to the handling of police complaints. To ensure we are making the best possible use of our resources, we have worked with the NSWPF and the Police Integrity Commission (PIC) to develop guidelines under the *Police Act 1990*. Under these guidelines, the NSWPF is required to notify my office of certain types of complaints. This ensures we are able to concentrate our resources on the most serious allegations. I have included a copy of this agreement for your information.

As Ms Waugh informed Ms Matthews, the best source of information in relation to all complaints is the NSWPF itself. Ms Matthews indicated that you had also written to the Commissioner of Police on behalf of the Committee seeking this information, and as a result it would not be required from our office. The information included below relates to those allegations notified to my office, and is published each year in my office's annual report.

Who complained about NSWPF

Year	Made by the public	Made by Police	Total
2011/12	2,140	1,246	3,386
2010/11	2,100	1,156	3,256
2009/10	1,942	1,090	3,032
2008/09	1,790	1,158	2,948
2007/08	1,913	1,056	2,969

Your second request was for information about the outcome of complaints. Each year, we report in our annual report on the action taken in response to the various categories of complaint. This table outlines how many allegations were declined, how many were the subject of investigation and how many were conciliated or informally resolved. I have included copies of this table from the last five years for your information.

In addition to reporting on the way in which complaints are dealt with, we also monitor the action taken by NSWPF following an investigation. The tables below provides information about the number of matters in which management action was taken by NSWPF, what that management action was, as well as the number of officers criminally charged in relation to finalised notifiable complaints.

Was management action taken?

	07/08	08/09	09/10	10/11	11/12
No management action taken	901	741	781	874	961
Management action taken	1,177	1,095	1,112	1,107	1,197
Total	2,078	1,836	1,893	1,981	2,158

What management action was taken in 2011/12?

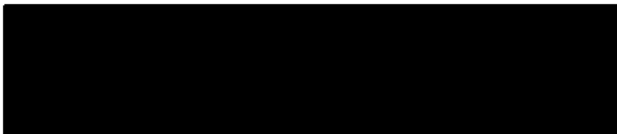
Management counselling	30%
Official reprimand/warning notice	15%
Coaching/mentoring/referral to specialist services	13%
Additional training	11%
Performance agreement	10%
Increased or change in supervision	10%
Restricted duties	4%
Transfers	2%
Formal apology	2%
Change in policy/procedure	1%
Reduction in rank/seniority	1%

Were criminal charges laid?

Number of	07/08	08/09	09/10	10/11	11/12
Complaints leading to charges	50	63	92	68	67
Officers charged	49	60	95	64	66
Total charges laid	136	259	300	215	149
Officers charged following complaints by other officers	32	45	68	49	52
Percentage of officers charged as a result of complaints by other officers	65%	75%	72%	77%	79%

I hope this information, when viewed alongside any information provided by the NSWPF, is of use to the Committee. Please feel free to contact my office if we can be of further assistance.

Yours sincerely



Bruce Barbour
Ombudsman



**GUIDELINES AGREED BETWEEN
THE POLICE INTEGRITY COMMISSION
AND
THE OMBUDSMAN
AFTER CONSULTATION WITH THE COMMISSIONER
OF POLICE
UNDER THE POLICE ACT 1990**

These guidelines, agreed to on, 1 December 2010
are to take effect from, 1 February 2011
and their operation is to be reviewed after eighteen months.



J Pritchard
Commissioner
Police Integrity Commission



B A Barbour
Ombudsman

INTRODUCTION

Part 8A of the Police Act concerns the handling of complaints about the conduct of police.

Defining conduct

Police conduct is broadly defined as "any action or inaction (or alleged action or inaction) of a police officer" (section 121).

Defining complaints

Part 8A of the Police Act applies to and in respect of complaints that allege or indicate police conduct which is:

- an offence (section 122(1)(a)).
- corrupt (section 122(1)(b)).
- unlawful (but not criminal or corrupt) (section 122(1)(c)).
- conduct that, although not unlawful (section 122(1)(d)):
 - is unreasonable, unjust, oppressive or improperly discriminatory in its effect.
 - arises from improper motives.
 - arises from a decision that has taken irrelevant matters into consideration.
 - arises from a mistake in law or fact.
 - is conduct of a kind for which reasons should have (but have not) been given.
- in accordance with a law or established practice that is, or may be, unreasonable, unjust, oppressive or improperly discriminatory in its effect (section 122(1)(e)).

Because not all complaints about police conduct require formal oversight (for example, complaints about poor customer service or rudeness), Parliament has enacted various provisions within Part 8A which permit the Police Integrity Commission and the Ombudsman, after consultation with the Commissioner of Police, to agree that certain types of complaints need not be notified to the Ombudsman. However, in accordance with obligations under section 160 of the Police Act, complaints which are not required to be notified may still be inspected by the Ombudsman to ensure that Part 8A is being complied with and to keep under scrutiny systems within the NSW Police Force for dealing with complaints.

The following agreements seek to give effect to the purpose behind these provisions. They ensure that allegations of serious misconduct receive rigorous civilian oversight, while allowing for the most appropriate and effective handling of less serious matters.

SECTION 121 AGREEMENT – NOTIFIABLE COMPLAINTS

The definition of "notifiable complaint" in section 121 allows the Police Integrity Commission and the Ombudsman to agree, after consultation with the Commissioner of Police, that only some types of complaints must be notified to the Ombudsman.

The Police Integrity Commission and the Ombudsman, after consultation with the Commissioner of Police, hereby agree that complaints alleging or indicating the following conduct (whether by a member of the public or an internal police complainant) must be notified to the Ombudsman:

1. Criminal conduct.
2. Corrupt conduct.
3. Conduct which is of a nature that, if substantiated, might warrant the taking of action under section 181D or section 80(3) of the Police Act, or "reviewable action" as defined by section 173 of the Police Act. This includes complaints referred for consideration by a Commissioner's Advisory Panel or Internal Review Panel which have not previously been notified.
4. Conduct which is of a nature that, if substantiated, might warrant the imposition of a warning notice or conduct management plan. This includes complaints initially dealt with under section 122(2) which result in these actions but excludes complaints managed by performance management plans.
5. Conduct indicating a lack of integrity¹.

6. Conduct causing or contributing to a failed prosecution, where the conduct is unreasonable or indicates serious incompetence. Factors to consider include:
 - a. the seniority of the involved officer
 - b. the reasons for failure or withdrawal of the prosecution
 - c. whether there are multiple failings on the part of the officer or a pattern of conduct involving a number of failed prosecutions
 - d. whether the proceedings concerned more serious criminal matters
 - e. whether there was a costs award made against the prosecution
 - f. whether any adverse comment was made by a court about the conduct of police officers involved in the prosecution.
7. Unauthorised secondary employment in high risk industries².
8. Harassment, victimisation, or unlawful discrimination³ of a member of the public.
9. Apprehended violence including intimidation or stalking.⁴
10. Workplace bullying, harassment, victimisation or unlawful discrimination⁵ of a member of the NSW Police Force, where the police officer(s) who is alleged to have committed the conduct has previously had similar complaints made against them.⁶
11. Detrimental action or reprisal (including any possible payback complaint) against a police officer or other person making a protected disclosure, a protected allegation, or a protected report.
12. Any unreasonable conduct⁷
 - a. resulting in death
 - b. resulting in injury
 - c. resulting in significant⁸ financial loss

13. Any unreasonable conduct involving the use, discharge or safe keeping of police issued weapons including firearms, Tasers, OC Spray and batons, including but not limited to breaches of relevant NSWPF standard operating procedures, guidelines or policies.
14. Any unreasonable conduct resulting in and/or from the search, arrest or custody of a person.
15. Complaints by complainants or subject officers about the way that matters dealt with in accordance with section 122(2) of the Police Act have been handled, but only where the Ombudsman requires that they be dealt with as notifiable complaints⁹.
16. Any complaint dealt with in accordance with section 122(2) of the Police Act which the Ombudsman or Police Integrity Commission require to be notified¹⁰.

Other matters to be considered in assessing whether a complaint needs to be notified to the Ombudsman

Notwithstanding the inclusion of 'criminal' conduct in the definition of 'notifiable complaint' the following types of complaints do not need to be notified to the Ombudsman:

- one-off allegations that an officer was not ill while claiming sick leave;
- allegations of very minor misuse of police assets
- traffic offences, although technically criminal in nature, are not appropriate to be notified to the Ombudsman. Unless the alleged offence raises other notifiable issues, the Ombudsman only requires notification of major offences as defined in section 3 of the Road Transport (General) Act 2005.

In addition, the following complaints need not be notified.

- allegations of minor misuse of email, such as forwarding emails with rude, sexist or otherwise offensive content (but not unlawful content or content which would be restricted to adults¹¹).
- allegations of embellishments in police promotions applications.
- complaints concerning incompetence only, where the complaints are not otherwise notifiable.
- matters that concern performance management only, such as unsatisfactory completion of a performance agreement or reports of unsatisfactory work diligence and output, will generally not be complaints under Part 8A of the Police Act, and should not be dealt with as complaints. These matters are also not required to be notified to the Ombudsman. Only where performance issues raise notifiable conduct matters is there a requirement to notify the Ombudsman.

SECTION 122(2) AGREEMENT - MATTERS WHICH NEED NOT BE TREATED AS COMPLAINTS

Background

The effect of section 122(2) is that the Police Integrity Commission and the Ombudsman, after consultation with the Commissioner of Police, may agree that certain kinds of complaints need not be dealt with in accordance with Part 8A. These matters therefore do not need to be notified to the Ombudsman.

This agreement under section 122(2) ensures that issues of police conduct that are not of a significant nature are not dealt with under the full provisions of Part 8A of the Police Act.

However, in accordance with section 160 of the Police Act, the Ombudsman may still inspect records relating to these matters. This is to ensure that Part 8A is being complied with and to keep under scrutiny the systems in place within the NSW Police Force for dealing with complaints generally. The current system for recording and managing these types of matters is the section 122(2) function of c@ts.i.

Agreement

The Police Integrity Commission and the Ombudsman, after consultation with the Commissioner, hereby agree that, subject to the conditions discussed below, that the following matters need not be dealt with under Part 8A of the Police Act:

- complaints that are not 'notifiable' to the Ombudsman under the section 121 Agreement.
- one-off complaints that are 'notifiable' to the Ombudsman under the Section 121 Agreement that the Ombudsman decides should be dealt with by the NSW Police Force as a section 122(2) complaint.
- complaints that the Police Integrity Commission decides to oversight pursuant to its functions under section 13 of the *Police Integrity Commission Act 1996*.

Conditions:

1. Even if a matter is dealt with under section 122(2) of the Police Act, the NSW Police Force should take appropriate action in relation to it. This includes any investigation, conciliation and such managerial action as may be necessary in all the circumstances of the matter.
2. When advising complainants of the outcome of a matter dealt with under section 122(2) of the Police Act, if the complainant states that they are dissatisfied with the way the matter was dealt with, the NSW Police Force must advise the complainant that they may make a further written complaint about how the matter was handled. These complaints will only be recorded as notifiable complaints if required by the Ombudsman.

Similarly, when advising subject officers of the outcome of a matter dealt with under section 122(2) of the Police Act, if the subject officer states that they are dissatisfied with the way the matter was dealt with, the NSW Police Force must advise the subject officer that they may make a written complaint about how the matter was handled. These complaints will only be recorded as notifiable complaints if required by the Ombudsman.

3. Proper records must be kept of all matters dealt with under section 122(2) of the Police Act and any action taken in respect of them. All complaints must be receipted and registered on the Customer Assistance Tracking System (c@tsi) unless exempted under the terms of the Memorandum of Understanding between the Commissioner of Police, the Police Integrity Commission and the NSW Ombudsman under Section 128(2) of the *Police Act 1990*.

4. The NSW Police Force will survey to measure the satisfaction of complainants in the handling of matters that fall under the section 122(2) agreement. The survey will be conducted annually and at a minimum will include a random sample of contactable external complainants selected from the pool of complaints finalised in the preceding 6 month period. Survey results will be reported to the NSW Ombudsman and will also be published in the NSW Police Force Annual Report. The NSW Ombudsman will be consulted on the survey instrument and methodology.
5. Where the matter is only about the issuing of traffic or parking infringement notices and raises no other issues (for example, rudeness or a specific allegation of lack of integrity) Conditions 1 and 2 do not apply. However, the matter should be referred to the appropriate senior officer for independent internal review of the decision to issue the infringement notice and response to the complainant. If any other issues are raised, they shall be dealt with in accordance with these agreements.
6. Where a matter is only a legal representation for review of criminal charges and raises no other issues (for example, a specific allegation of lack of integrity) Conditions 1 and 2 do not apply. However, the matter should be referred to Prosecuting Services for consideration and response. If any other issues are raised, they shall be dealt with in accordance with these agreements.
7. The Police Integrity Commission will notify the Ombudsman and the NSW Police Force of its decision to oversight a matter and when its oversight has been finalised. Condition 2 of this agreement does not apply to matters oversighted by the Police Integrity Commission.

Endnotes

¹ Including dishonest conduct, allegations of improper association, or allegations about conflict(s) of interests.

² These industries are nominated in the NSW Police Force's *Secondary Employment Policy and Guidelines* and include Security, Liquor, Commercial and Private Inquiry Agents, Gaming and Racing and Transport Industries.

³ Including discrimination on the basis of sex, race, marital status, age, disability, homosexuality, transgender and carer responsibilities.

⁴ Refers to complaints about police officers as alleged perpetrators of domestic violence as defined in sections 7 and 8 of the *Crimes (Domestic and Personal Violence) Act 2007*

⁵ Including discrimination on the basis of sex, race, marital status, age, disability, homosexuality, transgender and carer responsibilities.

⁶ If a first instance complaint of workplace bullying, harassment, victimisation or unlawful discrimination by a police officer includes allegations that fall within other clauses of this agreement the complaint must be notified.

⁷ Includes but not limited to conduct arising from a failure to provide customer service, a police pursuit or response to urgent duty.

⁸ In assessing whether a loss is significant, factors to be considered include the value of the goods, property or money involved and the financial position or means of the person who has sustained the loss. For example, a loss of goods of a small monetary value may be significant to a person who is without an income or who is on a pension.

⁹ These may include (but are not restricted to) complaints about:

- the assessment of the matter;
- the treatment of the complainant and/or subject officer;
- the outcome of the matter; or
- delays in dealing with the matter.

Condition 2 under the section 122(2) agreement sets out the obligations upon the NSW Police Force at the conclusion of a section 122(2) matter to advise complainants and subject officers, who state that they are dissatisfied, of their right to make a further written complaint about the handling of the matter. The Ombudsman will only require these matters to be dealt with as notifiable complaints where substantial concerns arise about the police handling of the matter.

¹⁰ This provision is designed to address the legislative difficulty created for matters that fall within the section 122(2) agreement. It ensures that, where appropriate, individually identified matters can still be oversighted or investigated by the Ombudsman under Part 8A of the Act.

¹¹ Excluded content is any material that would be Category 1-Restricted, Category 2-Restricted or Refused Classification under the 'Guidelines for the Classification of Publications 2005' under the Classification (Publications, Films and Computer Games) Act 1995 (CTH).

Appendix A

Profile of notifiable police complaints 2011–2012

Fig. 58: Action taken on finalised notifiable complaints about police officers in 2011–2012

The number of allegations is larger than the number of complaints received because a complaint may contain more than one allegation about a single incident or involve a series of incidents.

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Arrest				
Improper failure to arrest	3	3	4	10
Unlawful arrest	30	22	25	77
Unnecessary use of arrest	27	14	16	57
Total	60	39	45	144
Complaint-handling				
Deficient complaint investigation	6	3	1	10
Fail to report misconduct	0	51	14	65
Fail to take a complaint	6	3	2	11
Inadequacies in informal resolution	1	1	1	3
Provide false information in complaint investigation	5	43	6	54
Total	18	101	24	143
Corruption/misuse of office				
Explicit threats involving use of authority	7	6	4	17
Improper association	28	51	25	104
Misuse authority for personal benefit or benefit of an associate	39	67	30	136
Offer or receipt of bribe/corrupt payment	15	6	1	22
Protection of person(s) involved in criminal activity (other)	2	1	2	5
Total	91	131	62	284
Custody/detention				
Death/serious injury in custody	1	0	0	1
Detained in excess of authorised time	2	1	1	4
Escape from custody	0	1	10	11
Fail to allow communication	1	0	2	3
Fail to caution/give information	1	0	3	4
Fail to meet requirements for vulnerable persons	2	2	3	7
Improper refusal to grant bail	2	1	0	3
Improper treatment	30	19	29	78
Inadequate monitoring of persons in custody	0	1	2	3
Unauthorised detention	13	2	5	20
Total	52	27	55	134
Driving-related offences/misconduct				
Breach pursuit guidelines	2	3	7	12
Drink driving offence	0	29	1	30
Negligent/dangerous driving	3	13	11	27
Unnecessary speeding	3	11	4	18
Total	8	56	23	87
Drug-related offences/misconduct				
Cultivate/manufacture prohibited drug	4	2	1	7
Drinking/under the influence on duty	2	2	5	9
Protection of person(s) involved in drug activity	32	10	10	52
Supply prohibited drug	21	13	6	40
Use/possess restricted substance	0	2	1	3
Use/possession of prohibited drug	18	22	8	48
Total	77	51	31	159
Excessive use of force				
Assault	186	229	125	540
Firearm discharged	1	1	1	3
Firearm drawn	2	7	3	12
Improper use of handcuffs	5	5	8	18
Total	194	242	137	573

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Information				
Fail to create/maintain records	9	50	41	100
Falsify official records	3	21	13	37
Misuse email/Internet	3	4	17	24
Provide incorrect or misleading information	12	50	19	81
Unauthorised access to information/data	9	51	38	98
Unauthorised alteration to information/data	0	1	0	1
Unauthorised disclosure of information/data	53	68	58	179
Unreasonable refusal to provide information	4	0	2	6
Total	93	245	188	526
Inadequate/improper investigation				
Delay in investigation	13	7	25	45
Fail to advise outcome of investigation	2	1	8	11
Fail to advise progress of investigation	6	1	6	13
Fail to investigate (customer service)	158	42	100	300
Improper/unauthorised forensic procedure	1	0	0	1
Improperly fail to investigate offence committed by another officer	1	0	0	1
Improperly interfere in investigation by another police officer	5	15	7	27
Inadequate Investigation	142	71	194	407
Total	328	137	340	805
Misconduct				
Allow unauthorised use of weapon	0	1	1	2
Conflict of interest	8	28	14	50
Detrimental action against a whistleblower	2	2	0	4
Dishonesty in recruitment/promotion	2	2	0	4
Disobey reasonable direction	2	18	10	30
Fail performance/conduct plan	0	3	1	4
Failure to comply with code of conduct (other)	98	278	176	552
Failure to comply with statutory obligation/procedure (other)	46	150	162	358
False claiming for duties/allowances	1	18	3	22
Inadequate management/maladministration	19	52	75	146
Inadequate security of weapon/appointments	0	20	34	54
Inappropriate intervention in civil dispute	3	2	5	10
Minor workplace-related misconduct	1	14	11	26
Other improper use of discretion	7	9	3	19
Unauthorised secondary employment	5	12	7	24
Unauthorised use of vehicle/facilities/equipment	14	36	22	72
Workplace harassment/victimisation/discrimination	23	114	48	185
Total	231	759	572	1,562
Other criminal conduct				
Fraud	0	4	0	4
Murder/manslaughter	3	0	0	3
Officer in breach of domestic violence order	3	9	1	13
Officer perpetrator of domestic violence	4	20	2	26
Officer subject of application for domestic violence order	4	16	2	22
Other Indictable offence	21	42	10	73
Other summary offence	18	140	16	174
Sexual assault/indecent assault	13	32	2	47
Total	66	263	33	362

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Property/exhibits/theft				
Damage to	3	4	7	14
Fail to report loss	0	1	0	1
Failure or delay in returning to owner	25	7	14	46
Loss of	10	13	34	57
Theft	9	40	5	54
Unauthorised removal/destruction/use of	12	13	15	40
Total	59	78	75	212
Prosecution-related inadequacies/misconduct				
Adverse comment by Court/costs awarded	1	6	25	32
Fail to attend Court	0	8	37	45
Fail to check brief/inadequate preparation of brief	1	8	58	67
Fail to notify witness	1	5	43	49
Fail to serve brief of evidence	0	9	22	31
Failure to charge/prosecute	29	5	29	63
Improper prosecution	15	9	14	38
Legal representation for withdrawal of charge	1	0	0	1
Mislead the Court	5	2	0	7
Mislead the defence	0	1	0	1
PIN/TIN inappropriately/wrongly issued	3	1	1	5
Total	56	54	229	339
Public justice offences				
Fabrication of evidence (other than perjury)	17	5	10	32
Make false statement	12	16	6	34
Other pervert the course of justice	21	28	10	59
Perjury	3	11	1	15
Withholding or suppression of evidence	11	4	2	17
Total	64	64	29	157
Search/entry				
Failure to conduct search	1	2	4	7
Property missing after search	1	2	3	6
Unlawful entry	5	0	7	12
Unlawful search	26	16	28	70
Unreasonable/inappropriate conditions/damage	12	0	11	23
Wrongful seizure of property during search	8	2	3	13
Total	53	22	56	131
Service delivery				
Breach domestic violence SOPS	0	9	10	19
Fail to provide victim support	16	13	35	64
Fail/delay attendance to incident/'000'	8	8	13	29
Harassment/intimidation	117	27	80	224
Improper failure to WIPE	3	6	13	22
Improper request for identity/proof of identity	1	0	0	1
Neglect of duty (not specified elsewhere)	18	28	31	77
Other (customer service)	184	32	153	369
Rudeness/verbal abuse	71	45	130	246
Threats	27	26	30	83
Total	445	194	495	1,134
Total summary of allegations	1,895	2,463	2,394	6,752

Appendix A

Profile of notifiable police complaints 2010-2011

Figure 62: Action taken on finalised notifiable complaints about police officers in 2010-2011

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Arrest				
Improper failure to arrest	2	4	4	10
Unlawful arrest	34	25	13	72
Unnecessary use of arrest	30	19	18	67
Total	66	48	35	149
Complaint-handling				
Deficient complaint investigation	6	7	1	14
Fail to report misconduct	2	86	9	97
Fail to take a complaint	4	2	8	14
Inadequacies in informal resolution	0	1	1	2
Provide false information in complaint investigation	4	71	13	88
Total	16	167	32	215
Corruption/misuse of office				
Explicit threats involving use of authority	3	4	4	11
Improper association	45	59	21	125
Misuse authority for personal benefit or benefit of an associate	39	62	26	127
Offer or receipt of bribe/corrupt payment	17	10	2	29
Protection of person(s) involved in criminal activity (other)	1	0	0	1
Total	105	135	53	293
Custody/detention				
Detained in excess of authorised time	0	6	1	7
Escape from custody	1	1	4	6
Fail to allow communication	1	0	2	3
Fail to caution/give information	1	1	4	6
Fail to meet requirements for vulnerable persons	3	2	2	7
Improper treatment	11	24	38	73
Inadequate monitoring of persons in custody	1	5	2	8
Unauthorised detention	9	11	4	24
Total	27	50	57	134
Driving-related offences/misconduct				
Breach pursuit guidelines	1	15	1	17
Dangerous driving causing grievous bodily harm/death	1	3	0	4
Drink-driving offence	2	23	0	25
Fail to conduct breath test/analysis	0	0	1	1
Negligent/dangerous driving	1	9	7	17
Unnecessary speeding	2	8	4	14
Total	7	58	13	78
Drug-related offences/misconduct				
Cultivate/manufacture prohibited drug	4	1	0	5
Drinking/under the influence on duty	1	6	4	11
Protection of person(s) involved in drug activity	30	14	13	57
Supply prohibited drug	22	15	8	45
Use/possess restricted substance	3	5	0	8
Use/possession of prohibited drug	18	23	5	46
Total	78	64	30	172

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Excessive use of force				
Assault	206	239	116	561
Firearm discharged	1	1	0	2
Firearm drawn	3	4	4	11
Improper use of handcuffs	3	17	2	22
Total	213	261	122	596
Information				
Fail to create/maintain records	14	56	33	103
Falsify official records	9	68	11	88
Misuse email/internet	0	15	8	23
Provide incorrect or misleading information	16	67	19	102
Unauthorised access to information/data	10	120	28	158
Unauthorised access/disclosure/alteration of information/data	1	10	0	11
Unauthorised disclosure of information/data	54	79	54	187
Unreasonable refusal to provide information	2	0	1	3
Total	106	415	154	675
Inadequate/improper investigation				
Delay in investigation	8	11	21	40
Fail to advise outcome of investigation	0	1	3	4
Fail to advise progress of investigation	7	2	4	13
Fail to investigate (customer service)	182	79	99	360
Improper use of crime scene powers	1	0	0	1
Improper/unauthorised forensic procedure	0	0	1	1
Improperly fail to investigate offence committed by another officer	2	2	0	4
Improperly interfere in investigation by another police officer	8	14	6	28
Inadequate investigation	138	108	108	354
Total	346	217	242	805
Misconduct				
Allow unauthorised use of weapon	0	3	0	3
Conflict of interest	13	43	20	76
Detrimental action against a whistleblower	0	7	1	8
Dishonesty in recruitment/promotion	1	0	1	2
Disobey reasonable direction	3	41	7	51
Failure to comply with code of conduct (other)	87	292	177	556
Failure to comply with statutory obligation/procedure (other)	22	175	82	279
False claiming for duties/allowances	0	10	3	13
Inadequate management/maladministration	31	84	61	176
Inadequate security of weapon/appointments	2	30	30	62
Inappropriate intervention in civil dispute	2	3	1	6
Minor workplace-related misconduct	2	33	14	49
Other improper use of discretion	4	13	7	24
Unauthorised secondary employment	9	17	6	32
Unauthorised use of vehicle/facilities/equipment	16	82	13	111
Workplace harassment/victimisation/discrimination	35	90	40	165
Total	227	923	463	1,613
Other criminal conduct				
Fraud	0	9	0	9
Murder/manslaughter	2	0	0	2
Officer in breach of domestic violence order	1	17	0	18
Officer perpetrator of domestic violence	4	12	0	16
Officer subject of application for domestic violence order	5	17	2	24
Other indictable offence	26	103	7	136
Other summary offence	28	175	11	214
Sexual assault/indecent assault	10	42	3	55
Total	76	375	23	474

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Property/exhibits/theft				
Damage to	6	5	5	16
Fail to report loss	0	2	2	4
Failure or delay in returning to owner	19	13	5	37
Loss of	6	9	22	37
Theft	8	37	12	57
Unauthorised removal/destruction/use of	2	12	13	27
Total	41	78	59	178
Prosecution-related inadequacies/misconduct				
Adverse comment by Court/costs awarded	1	4	22	27
Fail to attend Court	2	10	19	31
Fail to check brief/inadequate preparation of brief	2	20	22	44
Fail to notify witness	1	11	13	25
Fail to serve brief of evidence	0	8	13	21
Failure to charge/prosecute	19	14	30	63
Failure to use Young Offenders Act	0	0	1	1
Improper prosecution	34	9	9	52
Mislead the Court	5	6	1	12
PIN/TIN inappropriately/wrongly issued	7	1	3	11
Total	71	83	133	287
Public justice offences				
Fabrication of evidence (other than perjury)	23	18	3	44
Involuntary confession by accused	2	0	1	3
Make false statement	30	13	1	44
Other pervert the course of justice	25	35	4	64
Perjury	7	9	1	17
Withholding or suppression of evidence	9	6	3	18
Total	96	81	13	190
Search/entry				
Failure to conduct search	0	0	4	4
Property missing after search	2	4	3	9
Unlawful entry	4	4	3	11
Unlawful questioning during a search	0	0	1	1
Unlawful search	25	23	21	69
Unreasonable/Inappropriate conditions/damage	1	12	2	15
Wrongful seizure of property during search	1	5	1	7
Total	33	48	35	116
Service delivery				
Breach domestic violence SOPs	7	7	7	21
Fail to provide victim support	23	24	19	66
Fail/delay attendance to incident/'000'	14	10	16	40
Harassment/intimidation	107	33	74	214
Improper failure to WIPE	11	7	11	29
Improper use of move on powers	3	0	1	4
Neglect of duty (not specified elsewhere)	15	38	15	68
Other (customer service)	138	68	112	318
Rudeness/verbal abuse	96	55	102	253
Threats	26	27	37	90
Total	440	269	394	1,103
Total summary of allegations	1,948	3,272	1,858	7,078

The number of allegations is larger than the number of complaints received because a complaint may contain more than one allegation about a single incident or involve a series of incidents.

Appendix A

Profile of notifiable police complaints

Figure 62: Action taken on finalised notifiable complaints about police officers in 2009–2010

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Arrest				
Improper failure to arrest	1	0	1	2
Unlawful arrest	34	26	10	70
Unnecessary use of arrest	25	25	12	62
Total	60	51	23	134
Complaint-handling				
Deficient complaint investigation	5	9	0	14
Fail to report misconduct	3	69	11	83
Fail to take a complaint	4	8	3	15
Inadequacies in informal resolution	0	1	0	1
Provide false information in complaint investigation	2	87	9	98
Total	14	174	23	211
Corruption/misuse of office				
Explicit threats involving use of authority	4	9	2	15
Improper association	28	72	14	114
Misuse authority for personal benefit or benefit of an associate	40	64	20	124
Offer or receipt of bribe/corrupt payment	10	14	0	24
Protection of person(s) involved in criminal activity (other)	1	0	0	1
Total	83	159	36	278
Custody/detention				
Death/serious injury in custody	1	0	1	2
Detained in excess of authorised time	1	5	2	8
Escape from custody	0	10	1	11
Fail to allow communication	4	2	4	10
Fail to caution/give information	2	2	3	7
Fail to meet requirements for vulnerable persons	5	7	6	18
Improper refusal to grant bail	0	0	0	0
Improper treatment	16	35	17	68
Inadequate monitoring of persons in custody	0	0	3	3
Unauthorised detention	9	11	6	26
Total	38	72	43	153
Driving-related offences/misconduct				
Breach pursuit guidelines	1	15	2	18
Dangerous driving causing grievous bodily harm/death	1	0	0	1
Drink driving offence	6	26	3	35
Fail to conduct breath test/analysis	1	0	0	1
Negligent/dangerous driving	6	19	7	32
Unnecessary speeding	4	13	3	20
Total	19	73	15	107
Drug-related offences/misconduct				
Cultivate/manufacture prohibited drug	1	2	0	3
Drinking/under the influence on duty	0	8	2	10
Protection of person(s) involved in drug activity	31	18	7	56
Supply prohibited drug	15	32	5	52
Use/possess restricted substance	1	4	1	6
Use/possession of prohibited drug	10	35	6	51
Total	58	99	21	178

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Excessive use of force				
Assault	238	303	142	683
Firearm discharged	2	2	1	5
Firearm drawn	3	10	3	16
Improper use of handcuffs	6	6	7	19
Total	249	321	153	723
Information				
Fail to create/maintain records	10	61	19	90
Falsify official records	14	65	6	85
Misuse email/internet	2	25	10	37
Provide incorrect or misleading information	24	58	12	94
Unauthorised access/disclosure/alteration of information/data	1	9	2	12
Unreasonable refusal to provide information	1	2	0	3
Unauthorised access to information/data	12	136	16	164
Unauthorised alteration to information/data	0	3	0	3
Unauthorised disclosure of information/data	47	102	41	190
Total	111	461	106	678
Inadequate/improper investigation				
Delay in investigation	13	18	12	43
Fail to advise outcome of investigation	5	0	2	7
Fail to advise progress of investigation	8	3	4	15
Fail to investigate (customer service)	153	84	57	294
Improper/unauthorised forensic procedure	0	0	1	1
Improperly fail to investigate offence committed by another officer	3	1	0	4
Improperly interfere in investigation by another police officer	5	26	5	36
Inadequate investigation	117	98	62	277
Total	304	230	143	677
Misconduct				
Allow unauthorised use of weapon	1	1	0	2
Conflict of interest	9	43	11	63
Detrimental action against a whistleblower	1	1	1	3
Dishonesty in recruitment/promotion	2	5	0	7
Disobey reasonable direction	0	83	8	91
Fail performance/conduct plan	0	1	0	1
Failure to comply with code of conduct (other)	58	282	88	428
Failure to comply with statutory obligation/procedure (other)	22	223	48	293
False claiming for duties/allowances	2	19	2	23
Inadequate management/maladministration	14	79	18	111
Inadequate security of weapon/appointments	2	34	6	42
Inappropriate intervention in civil dispute	0	4	0	4
Minor workplace-related misconduct	3	40	7	50
Other improper use of discretion	7	7	4	18
Unauthorised secondary employment	2	41	4	47
Unauthorised use of vehicle/facilities/equipment	7	48	12	67
Workplace harassment/victimisation/discrimination	54	97	13	164
Total	184	1,008	222	1,414
Other criminal conduct				
Conspiracy to commit offence	2	1	0	3
Fraud	4	7	1	12
Murder/manslaughter	1	1	0	2
Officer in breach of domestic violence order	2	1	0	3
Officer perpetrator of domestic violence	5	13	2	20
Officer subject of application for domestic violence order	4	26	3	33
Other indictable offence	54	68	3	125
Other summary offence	16	132	10	158
Sexual assault/indecent assault	14	26	2	42
Total	102	275	21	398

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Property/exhibits/theft				
Damage to	5	9	11	25
Failure or delay in returning to owner	20	6	9	35
Loss of	4	21	16	41
Theft	16	29	7	52
Unauthorised removal/destruction/use of	5	28	14	47
Total	50	93	57	200
Prosecution-related inadequacies/misconduct				
Adverse comment by Court/costs awarded	3	12	7	22
Fail to attend Court	2	17	14	33
Fail to check brief/inadequate preparation of brief	1	16	20	37
Fail to notify witness	5	7	12	24
Fail to serve brief of evidence	2	16	10	28
Failure to charge/prosecute	14	2	13	29
Failure to use Young Offenders Act	0	1	0	1
Improper prosecution	35	12	9	56
Mislead the Court	9	6	3	18
PIN/TIN inappropriately/wrongly issued	16	0	1	17
Total	87	89	89	265
Public justice offences				
Fabrication of evidence (other than perjury)	17	13	1	31
Involuntary confession by accused	1	2	0	3
Make false statement	21	19	6	46
Other pervert the course of justice	20	30	6	56
Perjury	7	2	4	13
Withholding or suppression of evidence	8	7	3	18
Total	74	73	20	167
Search/entry				
Failure to conduct search	0	3	4	7
Property missing after search	1	1	1	3
Unlawful entry	9	7	0	16
Unlawful search	23	31	32	86
Unreasonable/inappropriate conditions/damage	11	11	10	32
Wrongful seizure of property during search	2	1	2	5
Total	46	54	49	149
Service delivery				
Breach domestic violence SOPs	9	14	0	23
Fail to provide victim support	16	14	16	46
Fail/delay attendance to incident/'000'	13	5	8	26
Harassment/intimidation	138	42	84	264
Improper failure to WIPE	11	12	15	38
Improper use of move on powers	2	2	1	5
Neglect of duty (not specified elsewhere)	16	40	21	77
Other (customer service)	192	67	73	332
Rudeness/verbal abuse	86	71	78	235
Threats	35	38	29	102
Total	518	305	325	1,148
Total summary of allegations	1,997	3,537	1,346	6,880

The number of allegations is larger than the number of complaints received because a complaint may contain more than one allegation about a single incident or involve a series of incidents.

Appendix A

Profile of notifiable police complaints 2008–2009

Figure 60 — Action taken on finalised notifiable complaints about police officers, categorised by allegation

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Arrest				
Improper failure to arrest	18	6	0	24
Unlawful arrest	22	26	7	55
Unnecessary use of arrest	21	22	8	51
Total	61	54	15	130
Complaint-handling				
Deficient complaint investigation	3	10	1	14
Fail to report misconduct	10	70	5	85
Fail to take a complaint	2	9	0	11
Inadequacies in informal resolution	0	0	1	1
Provide false information in complaint investigation	5	104	2	111
Total	20	193	9	222
Corruption/misuse of office				
Explicit threats involving use of authority	4	10	0	14
Improper association	45	89	5	139
Misuse authority for personal benefit or benefit of an associate	39	89	8	136
Offer or receipt of bribe/corrupt payment	19	9	0	28
Protection of person(s) involved in criminal activity (other)	2	2	0	4
Total	109	199	13	321
Custody/detention				
Death/serious injury in custody	1	0	0	1
Detained in excess of authorised time	2	2	1	5
Escape from custody	1	7	4	12
Fail to allow communication	1	2	1	4
Fail to caution/give information	2	4	0	6
Fail to meet requirements for vulnerable persons	3	6	1	10
Improper refusal to grant bail	0	1	0	1
Improper treatment	22	44	11	77
Inadequate monitoring of persons in custody	0	2	1	3
Unauthorised detention	6	11	4	21
Total	38	79	23	140
Driving related offences/misconduct				
Breach pursuit guidelines	0	9	1	10
Dangerous driving causing grievous bodily harm/death	0	3	0	3
Drink driving offence	7	23	1	31
Fail to conduct breath test/analysis	0	1	0	1
Negligent/dangerous driving	5	15	2	22
Unnecessary speeding	8	13	2	23
Total	20	64	6	90
Drug related offences/misconduct				
Cultivate/manufacture prohibited drug	1	4	0	5
Drinking/under the influence on duty	11	10	0	21
Protection of person(s) involved in drug activity	20	21	6	47
Supply prohibited drug	30	17	1	48
Use/possess restricted substance	3	2	0	5
Use/possession of prohibited drug	16	34	3	53
Total	81	88	10	179

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Excessive use of force				
Assault	195	372	77	644
Firearm discharged	2	3	1	6
Firearm drawn	7	7	0	14
Improper use of handcuffs	3	8	4	15
Total	207	390	82	679
Information				
Fail to create/maintain records	9	133	16	158
Falsify official records	5	55	3	63
Misuse email/internet	15	39	11	65
Provide incorrect or misleading information	23	41	6	70
Unauthorised access/disclosure/alteration of information/data	67	252	33	352
Unreasonable refusal to provide information	2	3	0	5
Total	121	523	69	713
Inadequate/improper investigation				
Delay in investigation	18	14	1	33
Fail to advise outcome of investigation	5	4	1	10
Fail to investigate (customer service)	164	160	29	353
Improper/unauthorised forensic procedure	0	1	1	2
Improperly fail to investigate offence committed by another officer	0	3	1	4
Improperly interfere in investigation of offence committed by another police officer	3	22	3	28
Inadequate investigation	131	138	48	317
Total	321	342	84	747
Misconduct				
Allow unauthorised use of weapon	0	2	1	3
Conflict of interest	8	67	12	87
Detrimental action against a whistleblower	1	9	0	10
Dishonesty in recruitment/promotion	7	6	0	13
Disobey reasonable direction	2	55	7	64
Fail performance/conduct plan	0	2	0	2
Failure to comply with statutory obligation/procedure (other)	101	600	76	777
False claiming for duties/allowances	2	29	1	32
Inadequate management/maladministration	25	75	11	111
Inadequate security of weapon/appointments	2	18	1	21
Inappropriate intervention in civil dispute	2	3	0	5
Minor workplace related misconduct	3	32	2	37
Other improper use of discretion	0	16	2	18
Unauthorised secondary employment	10	29	4	43
Unauthorised use of vehicle/facilities/equipment	11	50	9	70
Workplace harassment/victimisation/discrimination	30	139	9	178
Total	204	1,132	135	1,471
Other criminal conduct				
Conspiracy to commit offence	2	7	0	9
Fraud	0	27	0	27
Murder/manslaughter	6	0	0	6
Officer in breach of domestic violence order	2	4	0	6
Officer perpetrator of domestic violence	0	19	1	20
Officer subject of application for domestic violence order	6	14	0	20
Other indictable offence	28	151	1	180
Other summary offence	34	132	7	173
Sexual assault/indecent assault	13	54	2	69
Total	91	408	11	510

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Property/exhibits/theft				
Damage to	5	5	2	12
Fail to report loss	0	2	0	2
Failure or delay in returning to owner	25	5	3	33
Loss of	6	21	14	41
Theft	14	41	2	57
Unauthorised removal/destruction/use of	9	19	8	36
Total	59	93	29	181
Prosecution related inadequacies/misconduct				
Adverse comment by Court/costs awarded	5	16	5	26
Fail to attend Court	6	24	4	34
Fail to check brief/inadequate preparation of brief	2	30	9	41
Fail to notify witness	2	12	3	17
Fail to serve brief of evidence	4	24	3	31
Failure to charge/prosecute	13	12	5	30
Improper prosecution	11	10	6	27
Mislead the Court	6	5	2	13
Mislead the defence	0	1	0	1
PIN/TIN inappropriately/wrongly issued	10	1	1	12
Total	59	135	38	232
Public justice offences				
Fabrication of evidence (other than perjury)	15	10	0	25
Involuntary confession by accused	0	1	1	2
Make false statement	16	14	4	34
Other pervert the course of justice	35	47	3	85
Perjury	3	7	1	11
Withholding or suppression of evidence	4	10	1	15
Total	73	89	10	172
Search/entry				
Failure to conduct search	0	4	1	5
Property missing after search	2	4	2	8
Unlawful entry	4	5	0	9
Unlawful search	21	26	22	69
Unreasonable/inappropriate conditions/damage	3	8	6	17
Wrongful seizure of property during search	2	3	3	8
Total	32	50	34	116
Service delivery				
Breach domestic violence SOPs	8	21	2	31
Fail to provide victim support	15	29	10	54
Fail/delay attendance to incident/'000'	16	13	6	35
Harassment/intimidation	117	66	59	242
Improper failure to WIPE	10	15	4	29
Improper use of move on powers	0	2	0	2
Neglect of duty (not specified elsewhere)	34	67	11	112
Other (customer service)	138	107	62	307
Rudeness/verbal abuse	81	93	31	205
Threats	40	40	18	98
Total	459	453	203	1,115
Total summary of allegations	1,955	4,292	771	7,018

The number of allegations is larger than the number of complaints received because a complaint may contain more than one allegation about a single incident or involve a series of incidents.

Note: The equivalent table published in our previous annual report contained some inaccuracies due to an unidentified programming error. The table has been corrected in the website version of our 2007–2008 annual report.

Appendix A Corrected

Profile of notifiable police complaints 2007–2008

Figure 61 — Action taken on finalised notifiable complaints about police officers, categorised by allegation

Note: This is a corrected table following discovery of errors in the original Annual Report table [inserted 13/07/09]

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Arrest				
Improper failure to arrest	8	12	0	20
Unlawful arrest	29	40	2	71
Unnecessary use of arrest	26	41	4	71
Total	63	93	6	162
Complaint-handling				
Deficient complaint investigation	1	12	1	14
Fail to report misconduct	6	59	0	65
Fail to take a complaint	4	10	0	14
Inadequacies in informal resolution	0	3	0	3
Provide false information in complaint investigation	4	59	0	63
Total	15	143	1	159
Corruption/misuse of office				
Explicit threats involving use of authority	1	18	0	19
Improper association	29	94	0	123
Misuse authority for personal benefit or benefit of an associate	20	103	1	124
Offer or receipt of bribe/corrupt payment	13	56	0	69
Protection of person(s) involved in criminal activity (other)	2	0	0	2
Total	65	271	1	337
Custody/detention				
Death/serious injury in custody	1	3	0	4
Detained in excess of authorised time	1	6	0	7
Escape from custody	0	13	0	13
Fail to allow communication	0	4	0	4
Fail to caution/give information	1	10	0	11
Fail to meet requirements for vulnerable persons	2	15	2	19
Improper refusal to grant bail	1	1	0	2
Improper treatment	17	65	2	84
Unauthorised detention	5	11	1	17
Total	28	128	5	161
Driving related offences/misconduct				
Breach pursuit guidelines	1	16	0	17
Dangerous driving causing GBH/ Death	0	2	0	2
Drink driving offence	3	21	0	24
Improper use/disclosure of In Car Video	0	1	0	1
Negligent/dangerous driving	9	26	1	36
Unnecessary speeding	7	21	0	28
Total	20	87	1	108
Drug related offences/misconduct				
Cultivate/ manufacture prohibited drug	2	0	0	2
Drinking/ under the influence on duty	1	14	0	15
Protection of person(s) involved in drug activity	18	26	0	44
Supply prohibited drug	17	27	0	44
Use/possess restricted substance	1	5	0	6
Use/Possession of prohibited drug	8	31	0	39
Total	47	103	0	150
Excessive use of force				
Assault	139	482	13	634
Firearm discharged	0	2	0	2
Firearm drawn	2	11	0	13
Improper use of handcuffs	7	14	1	22
Total	148	509	14	671

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Information				
Fail to create/maintain records	9	139	3	151
Falsify official records	10	37	1	48
Misuse e-mail/Internet	20	22	1	43
Provide incorrect or misleading information	10	67	4	81
Unauthorised access/disclosure/alteration of information/ data	36	280	8	324
Unreasonable refusal to provide information	5	8	0	13
Total	90	553	17	660
Inadequate/improper investigation				
Delay in investigation	16	33	0	49
Fail to advise outcome of investigation	8	10	1	19
Fail to investigate (customer service)	190	210	10	410
Improper/Unauthorised forensic procedure	0	4	0	4
Improperly fail to investigate offence committed by another officer	2	1	0	3
Improperly interfere in investigation of offence committed by another police officer	3	23	1	27
Inadequate investigation	140	277	17	434
Total	359	558	29	946
Misconduct				
Allow unauthorised use of weapon	0	2	0	2
Conflict of interest	6	45	0	51
Detrimental action against a whistleblower	1	11	0	12
Dishonesty in recruitment/promotion	3	13	0	16
Disobey reasonable direction	4	53	0	57
Fail Performance/Conduct Plan	0	2	0	2
Failure to comply with statutory obligation/procedure/code of conduct (other)	95	500	3	598
False claiming for duties/allowances	3	18	0	21
Inadequate management/ maladministration	19	129	2	150
Inadequate security of weapon/appointments	1	27	2	30
Inappropriate intervention in civil dispute	1	5	0	6
Minor workplace related misconduct	3	39	0	42
Other improper use of discretion	1	24	0	25
Unauthorised secondary employment	5	33	0	38
Unauthorised use of vehicle/ facilities/equipment	8	59	0	67
Workplace harassment/victimisation/ discrimination	23	141	3	167
Total	173	1101	10	1,284
Other criminal conduct				
Conspiracy to commit offence	1	9	1	11
Fraud	0	16	0	16
Murder/Manslaughter	8	4	0	12
Officer in breach of domestic violence order	0	1	0	1
Officer perpetrator of domestic violence	3	21	0	24
Officer subject of application for domestic violence order	2	7	0	9
Other Indictable offence	16	65	0	81
Other summary offence	24	94	1	119
Sexual assault/ indecent assault	10	44	0	54
Total	64	261	2	327
Property/exhibits/theft				
Damage to	7	15	1	23
Fail to report Loss	1	3	0	4
Failure or delay in returning to owner	22	16	3	41
Loss of	9	62	0	71
Theft	15	50	0	65
Unauthorised removal/destruction/use of	6	52	1	59
Total	60	198	5	263

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Prosecution related inadequacies/misconduct				
Adverse comment by Court/ Costs awarded	1	25	1	27
Fail to attend Court	2	31	0	33
Fail to check brief/inadequate preparation of brief	2	52	0	54
Fail to notify witness	1	26	0	27
Fail to serve brief of evidence	3	31	0	34
Failure to charge/prosecute	8	9	1	18
Failure to use Young Offenders Act	0	4	0	4
Improper prosecution	27	14	0	41
Legal representation for withdrawal of charge	2	0	0	2
Mislead the Court	1	5	0	6
PIN/TIN inappropriately/wrongly issued	15	1	0	16
Total	62	198	2	262
Public justice offences				
Fabrication of evidence (other than perjury)	12	13	0	25
Make false statement	11	28	0	39
Other pervert the course of justice	36	67	1	104
Perjury	6	8	1	15
Withholding or suppression of evidence	4	9	0	13
Total	69	125	2	196
Search/entry				
Failure to conduct search	1	9	0	10
Property missing after search	0	4	0	4
Unlawful entry	3	9	0	12
Unlawful search	12	52	2	66
Unreasonable/Inappropriate conditions/Damage	1	16	1	18
Wrongful seizure of property during search	3	5	0	8
Total	20	95	3	118
Service delivery				
Breach Domestic Violence SOPS	4	30	1	35
Fail to provide victim support	27	36	7	70
Fail/delay attendance to incident/'000'	4	12	4	20
Harassment/Intimidation	102	113	23	238
Improper failure to WIPE	7	24	2	33
Improper request for identity/proof of identity	0	1	0	1
Improper use of move on powers	2	6	0	8
Neglect of duty (not specified elsewhere)	36	60	4	100
Other (customer service)	133	168	18	319
Rudeness/verbal abuse	117	198	16	331
Threats	24	55	7	86
Total	456	703	82	1,241
Summary of allegations	1,739	5,126	180	7,045

The number of allegations is larger than the number of complaints received because a complaint may contain more than one allegation about a single incident or involve a series of incidents.