



# **POLICE COMPLAINTS AUTHORITY**

## **ANNUAL REPORT**

for the year ended  
30 June 2005



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Report of the

# POLICE COMPLAINTS AUTHORITY

for the year ended  
30 June 2005

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TO: The Honourable the Minister of Justice

I have the honour to present to Parliament the Annual Report of the Police Complaints Authority pursuant to the Public Finance Act 1989 and section 35(1) of the Police Complaints Authority Act 1988.

The Report covers the period 1 July 2004 to 30 June 2005.

A handwritten signature in dark ink, appearing to read 'Judge I A Borrin', with a horizontal line extending to the right.

Judge I A Borrin

POLICE COMPLAINTS AUTHORITY

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## **1. INTRODUCTION**

This report relates to the activities and work of the Authority for the year ended 30 June 2005.

## **2. THE AUTHORITY**

In last year's report reference was made to the legislation then before Parliament and to the delay in the progress of that legislation due to the establishment of a Commission of Inquiry into issues arising out of allegations made against a number of former and serving members of the Police. The legislation, which provides in particular for an expansion of the Authority, has now advanced further and is expected to receive consideration by the next Parliament.

## **3. DEPUTY AUTHORITY**

At the close of the financial year Parliament recommended the appointment of Mr John Gibson QC, a very experienced barrister, as Deputy Police Complaints Authority and as this report is written it is expected that Mr Gibson will take up his duties shortly.

The absence of a Deputy Authority has been of cumulative significance for the office and I record my thanks to the Government for the appointment now made.

## **4. COMMISSION OF INQUIRY**

The work of the Commission of Inquiry into Police Conduct was for a time delayed by relevant criminal investigations, and consequent prosecutions, undertaken by the Police. The Commission has now resumed its task on a basis which ensures that any ongoing investigations, and any pending prosecutions, are not compromised.

The Authority, as enabled by the special legislation referred to in last year's report, has contributed to the work of the Commission and this has been a substantial commitment, during 2004 and in 2005 to date, on the part of the staff of the Authority, involving the perusal of many files and the preparation for the Commission, in accordance with the legislation, of the matters recorded in those files.

## **5. INDEPENDENT INVESTIGATORS**

The investigative function of the Authority is now well established. The Authority's own investigators had, by the end of the financial year, been engaged in 101 matters, all of these being amongst the more significant and complex matters referred to the Authority.

During the year the Authority and the Police signed a protocol defining the working relationship between them in connection with matters in which the Authority's investigators are involved. These arrangements are proceeding very satisfactorily and the Authority is appreciative of the co-operation provided to it by members of the Police at all levels.

## **6. ANALYSIS OF COMPLAINTS**

During the year under review complaints were received from 1902 complainants specifying 3243 complaints of which 2496 were accepted for full investigation. Those matters which did not proceed to a full investigation were either not pursued or were withdrawn by the complainant or in respect of which the Authority had no jurisdiction or exercised a statutory discretion not to investigate. As has been observed in previous reports, the total number of complainants rather than the total of complaints is seen as the more reliable indicator both of work volumes and of dissatisfaction with Police performance. The number of complainants, while 54 less than in 2003-04, is nevertheless 121 more than in 2002-03 and 172 more than in 2001-02.

In last year's report it was suggested that the increase in complaints may have arisen from increased traffic enforcement by Police and from the allegations made over Police sexual conduct and attitudes. The latter factor may now have largely run its course as regards complaints made to the Authority. It may be that a greater sensitivity, on the part of members of the public generally, to their interactions with the Police, is playing a part in the number of complaints made. In this connection the Authority welcomes the appointment by the Commissioner of Police of several senior officers whose task is to consider all aspects of professional standards within the Police. The Authority is confident that this work, and the steps which may follow it, will help to restore to its generally good level the vital relationship between the Police and the community whom they serve.

One hundred and fifty four files, compared with 113 last year, were opened as a result of referrals by the Police Commissioner to the Authority pursuant

to the Memorandum of Understanding entered into in November 1994, which enables and requires internally discovered serious misconduct or serious neglect of duty to be reported to the Authority. The greater number of such matters is not due to an increase in any particular category of event, although some of the matters reported arise out of concerns over Police 'culture' in respect of the treatment of persons taken into custody, which concerns are the subject of an independent inquiry, and allegations over the improper use of the Police email system, which are the subject of investigation by the Police themselves.

The number of cases referred to the Authority and accepted for investigation pursuant to the incident jurisdiction contained in s.13 was 175, having been 132 last year and 129 in the preceding year. The increase arises in particular from incidents of attempted suicide in Police custody. The Police notify the Authority of all such incidents, whether or not there has been any injury at all. That there are very few successful attempts, and very few involving significant injury, is due to the procedures established by the Police for the care and management of prisoners and is to the credit of Police custodial staff.

## **7. FINANCE**

As the work of the Authority grows its existing financial resources are fully utilised. The Authority is in discussion with the Ministry of Justice with a view to seeking an increase in its funding. The Authority is grateful to the Ministry, and to its individual officers, for their constructive assistance with our affairs.

## **8. OVERSEAS VISITORS**

During the year the Authority was visited by, firstly, members of the Office of the Ombudsman of Thailand, secondly, a delegation from the General Inspection Organisation of the Islamic Republic of Iran, and thirdly, a delegation from the National Assembly of Vietnam.

## **9. THE AUTHORITY'S STAFF**

The staff of the Authority do not spare themselves in dealing with the demanding work with which they are faced. As in past years, I am most grateful to them.

## 10. FINANCIAL STATEMENTS

### STATEMENT OF RESPONSIBILITY

In terms of the Public Finance Act 1989, the Management of the Police Complaints Authority accepts responsibility for the preparation of the Police Complaints Authority's financial statements and the judgements made in the process of producing those statements.

The Management have the responsibility of establishing and maintaining, and have established and maintained, a system of internal control procedures that provide reasonable assurance as to the integrity and reliability of financial reporting.

In the opinion of Management, these financial statements fairly reflect the financial position and operations of the Police Complaints Authority for the year ended 30 June 2005.



Judge Ian Borrin  
Police Complaints Authority  
28 October 2005



Kathy Irvine  
Business Manager  
28 October 2005



## POLICE COMPLAINTS AUTHORITY

### STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2005

| 2005<br>Budget<br>\$    |  | Note | 2005<br>Actual<br>\$ | 2004<br>Actual<br>\$ |
|-------------------------|--|------|----------------------|----------------------|
| <b>INCOME</b>           |  |      |                      |                      |
| 733,333                 | Government Grant .....                             |      | 733,333              | 733,333              |
| 786,667                 | Government Grant (for investigative capability) .. |      | 786,667              | 786,667              |
| 10,000                  | Interest Received .....                            |      | 23,225               | 20,425               |
| 100                     | Sale of Reports / Sundry Income .....              |      | 83                   | 216                  |
| <u>1,530,100</u>        |  |      | <u>1,543,308</u>     | <u>1,540,641</u>     |
| <b>Less EXPENDITURE</b> |  |      |                      |                      |
| 6,000                   | Audit Fee .....                                    |      | 9,918                | 6,000                |
| 23,000                  | Communication Charges .....                        |      | 27,114               | 21,324               |
| 140,000                 | Depreciation .....                                 | 4    | 115,434              | 113,821              |
| 1,227,830               | Personnel .....                                    |      | 1,165,265            | 987,455              |
| 22,000                  | Printing & Stationery .....                        |      | 19,542               | 19,707               |
| 37,000                  | Professional Fees .....                            |      | 73,540               | 49,259               |
| 190,263                 | Rent .....   |      | 170,512              | 142,342              |
| 63,350                  | Services & Supplies .....                          |      | 80,481               | 135,834              |
| 6,000                   | Subscriptions .....                                |      | 8,350                | 7,253                |
| 50,000                  | Travel & Accommodation .....                       |      | 39,709               | 21,420               |
| –                       | Loss on Fixed Assets Written Off .....             |      | 1,857                | 26,993               |
| <u>1,765,443</u>        | Total Expenditure                                  |      | <u>1,711,722</u>     | <u>1,531,408</u>     |
| <u>(235,343)</u>        | Surplus (Deficit) for the Year                     | 7    | <u>(168,414)</u>     | <u>9,233</u>         |

*The notes to the Accounts on pages 12 to 17 form part of and are to be read in conjunction with the Statement of Financial Performance.*

## POLICE COMPLAINTS AUTHORITY

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2005

| 2005<br>Budget<br>\$ |                                     | Note | 2005<br>Actual<br>\$ | 2004<br>Actual<br>\$ |
|----------------------|-------------------------------------|------|----------------------|----------------------|
|                      | <b>CURRENT ASSETS</b>               |      |                      |                      |
| 10,000               | Cash at Bank .....                  |      | 40,594               | 10,029               |
| 174,657              | Call Accounts .....                 |      | 222,004              | 417,148              |
| —                    | GST .....                           |      | 12,358               | 15,455               |
| 2,000                | Accounts Receivable .....           | 3    | —                    | 0                    |
| 186,657              |                                     |      | 274,956              | 442,632              |
| 331,468              | <b>NON CURRENT ASSETS</b> .....     | 4    | 384,914              | 373,029              |
| 518,125              | <b>TOTAL ASSETS</b> .....           |      | 659,870              | 815,661              |
|                      | <b>CURRENT LIABILITIES</b>          |      |                      |                      |
| 25,000               | Accounts Payable .....              | 5    | 106,433              | 93,810               |
| 25,000               | <b>TOTAL LIABILITIES</b> .....      |      | 106,433              | 93,810               |
| 493,125              | <b>NET ASSETS</b> .....             |      | 553,437              | 721,851              |
|                      | <b>GENERAL EQUITY</b>               |      |                      |                      |
| 493,125              | Total Investment by the Crown ..... |      | 553,437              | 721,851              |
| 493,125              |                                     |      | 553,437              | 721,851              |

*The notes to the Accounts on pages 12 to 17 form part of and are to be read in conjunction with the Statement of Financial Position.*

## POLICE COMPLAINTS AUTHORITY

### STATEMENT OF MOVEMENTS IN EQUITY FOR THE YEAR ENDED 30 JUNE 2005

| <b>2005<br/>Budget<br/>\$</b> |   | <b>2005<br/>Actual<br/>\$</b> | <b>2004<br/>Actual<br/>\$</b> |
|-------------------------------|---|-------------------------------|-------------------------------|
| 728,468                       | Total Equity at the start of the year .....                 | 721,851                       | 712,618                       |
| (235,343)                     | Operating Surplus (Deficit) for the year .....              | (168,414)                     | 9,233                         |
| <hr/>                         |   | <hr/>                         | <hr/>                         |
| (235,343)                     | Total recognised revenue and expenses<br>for the year ..... | (168,414)                     | 9,233                         |
| <hr/>                         |   | <hr/>                         | <hr/>                         |
| 493,125                       | Total Equity at the end of the year .....                   | 553,437                       | 721,851                       |
| <hr/>                         |   | <hr/>                         | <hr/>                         |

*The notes to the Accounts on pages 12 to 17 form part of and are to be read in conjunction with the Statement of Movements in Equity.*

## POLICE COMPLAINTS AUTHORITY

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2005

| 2005<br>Budget<br>\$ |   | Note | 2005<br>Actual<br>\$ | 2004<br>Actual<br>\$ |
|----------------------|---|------|----------------------|----------------------|
|                      | <i>Cash Flows from Operating Activities</i>           |      |                      |                      |
|                      | Cash was provided from:                               |      |                      |                      |
| 1,520,100            | Government Grants & Other Sources .....               |      | 1,520,083            | 1,520,216            |
| 10,000               | Interest .....  |      | 23,225               | 29,906               |
| 1,530,100            |   |      | 1,543,308            | 1,550,122            |
|                      | Cash was applied to:                                  |      |                      |                      |
| (1,625,443)          | Payments to Suppliers and Employees .....             |      | (1,580,250)          | (1,387,022)          |
| (95,343)             | <b>Net Cash Flows from Operating Activities .....</b> | 7    | (36,942)             | 163,100              |
|                      | <i>Cash Flows from Investment Activities</i>          |      |                      |                      |
|                      | Cash was provided from:                               |      |                      |                      |
| –                    | Sale of Fixed Assets .....                            |      | –                    | 533                  |
|                      | Cash was applied to:                                  |      |                      |                      |
| (120,000)            | Purchase of Fixed Assets .....                        |      | (127,637)            | (170,329)            |
| (120,000)            | <b>Net Cash Flows from Investing Activities .....</b> |      | (127,637)            | (169,796)            |
| (215,343)            | <b>Net Increase (Decrease) in Cash Held .....</b>     |      | (164,579)            | (6,696)              |
| 400,000              | Add Opening Cash Brought Forward .....                |      | 427,177              | 433,873              |
| 184,657              | Ending Cash Carried Forward .....                     |      | 262,598              | 427,177              |
|                      | <b>Cash Balances in the Balance Sheet</b>             |      |                      |                      |
| 10,000               | Cash at Bank .....                                    |      | 40,594               | 10,029               |
| 174,657              | Call Accounts .....                                   |      | 222,004              | 417,148              |
| 184,657              |   |      | 262,598              | 427,177              |

*The notes to the Accounts on pages 12 to 17 form part of and are to be read in conjunction with the Statement of Cash Flows.*

## **POLICE COMPLAINTS AUTHORITY**

### **NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005**

#### **1. STATEMENT OF ACCOUNTING POLICIES**

##### ***REPORTING ENTITY***

The Financial Statements presented here for the reporting entity, the Police Complaints Authority, are prepared pursuant to section 35 of the Police Complaints Authority Act 1988 and the Public Finance Act 1989. The primary function of the Authority is to assess complaints made by members of the public against the Police.

##### ***MEASUREMENT BASE***

The accounting principles recognised as appropriate for the measurement and reporting of earnings and financial position on a historical cost basis are followed by the Authority.

##### ***SPECIFIC ACCOUNTING POLICIES***

The following specific accounting policies which materially affect the measurement of financial position have been applied:

(a) **Accounts Receivable**

Accounts Receivable are stated at their estimated net realisable value.

(b) **Depreciation**

The Authority has three classes of fixed assets as follows:

Office Equipment – 25% of diminishing value

Furniture & Fittings – 25% of diminishing value

Leasehold Improvements – 25% of diminishing value.

All fixed assets are initially recorded at historical cost.

Depreciation is provided on a diminishing value basis on all tangible fixed assets at rates calculated to allocate the assets' cost over their estimated useful lives.

(c) **Investments**

Investments are stated at the lower of cost and net realisable value.

(d) **Goods and Services Tax (GST)**

The Financial Statements are prepared on a GST exclusive basis, with the exception of accounts receivable and accounts payable which are stated with GST included.

## **POLICE COMPLAINTS AUTHORITY**

### **NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005 – *continued***

**(e) Employee Entitlements**

Provision is made in respect of the Authority's liability for annual leave at balance date. Annual Leave has been calculated on an actual entitlement basis at current rates of pay.

**(f) Operating Leases**

Operating lease payments, where the lessor effectively retains substantially all the risks and benefits of ownership of the leased items, are charged as expenses in the periods in which they are incurred.

**(g) Financial Instruments**

There are no financial instruments that expose the Authority to foreign exchange risk or off balance sheet risks.

All financial instruments including bank accounts, short term investments, accounts receivable and accounts payable are disclosed at their fair value. Revenue and expenses in relation to the financial instruments are recognised in the Statement of Financial Performance.

**(h) Income Tax**

The Authority is exempt from income tax as it is classified as a public authority in terms of the Income Tax Act 1994.

**(i) Cost of Service Statements**

As the Authority has only one output, a cost of service statement is not required.

**(j) Budget Figures**

The budget figures are those approved by the Authority at the beginning of the financial year.

The budget figures have been prepared in accordance with generally accepted accounting practice and are consistent with the accounting policies adopted by the Authority for the preparation of the Financial Statements.

### **CHANGES IN ACCOUNTING POLICIES**

There have been no changes in accounting policies. All policies have been applied on bases consistent with those used in previous years.

## POLICE COMPLAINTS AUTHORITY

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005 – *continued*

## 2. COMMITMENTS

### LEASE COMMITMENTS

The Authority is currently bound under a non-cancellable Operating Lease with the National Property Trust for the building accommodation at 342 Lambton Quay, Wellington.

As at 30 June 2005 the Operating Lease commitment is:

|  | 2005<br>\$ | 2004<br>\$ |
|--|------------|------------|
| Not later than one year .....                            | 179,766    | 137,131    |
| Later than one year and not later than two years .....   | 179,766    | 137,131    |
| Later than two years and not later than five years ..... | 299,610    | 365,685    |
| Later than five years .....                              | 0          | 0          |
| Total Commitment to Rental .....                         | 659,142    | 639,947    |

### CAPITAL COMMITMENTS

There were no capital commitments at balance date (2004 \$Nil).

## 3. RECEIVABLES

|                         | 2005<br>\$ | 2004<br>\$ |
|-------------------------|------------|------------|
| Trade Receivables ..... | –          | –          |
| Other Receivables ..... | –          | 0          |
|                         | \$ –       | \$ –       |

## POLICE COMPLAINTS AUTHORITY

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005 – *continued*

#### 4. FIXED ASSETS AND DEPRECIATION

|  | 2005<br>\$ | 2004<br>\$ |
|--|------------|------------|
| Office Equipment – at cost .....       | 226,707    | 215,831    |
| Less accumulated depreciation .....    | 110,550    | 93,718     |
| Book Value .....                       | 116,157    | 122,113    |
| Furniture & Fittings – at cost .....   | 312,299    | 306,650    |
| Less accumulated depreciation .....    | 149,183    | 95,621     |
| Book Value .....                       | 163,116    | 211,029    |
| Leasehold Improvements – at cost ..... | 144,607    | 49,476     |
| Less accumulated depreciation .....    | 38,966     | 9,589      |
| Book Value .....                       | 105,641    | 39,887     |
| Total Fixed Assets .....               | 384,914    | 373,029    |
| Depreciation – Office Equipment .....  | 32,387     | 36,363     |
| – Furniture & Fittings .....           | 53,670     | 67,869     |
| – Leasehold Improvements .....         | 29,377     | 9,589      |
|  | 115,434    | 113,821    |

#### 5. ACCOUNTS PAYABLE

|                             | 2005<br>\$ | 2004<br>\$ |
|-----------------------------|------------|------------|
| Trade Creditors .....       | 45,138     | 53,189     |
| Employee Entitlements ..... | 61,295     | 40,621     |
|                             | 106,433    | 93,810     |

#### 6. CONTINGENT LIABILITIES

There are no contingent liabilities at year end (2004 \$Nil).



## POLICE COMPLAINTS AUTHORITY

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005 – *continued*

#### 7. RECONCILIATION OF CASH FLOW WITH REPORTED OPERATING SURPLUS

|   | 2005<br>\$      | 2004<br>\$     |
|---|-----------------|----------------|
| Reported Deficit .....                                  | (168,414)       | 9,233          |
| Add non cash items – Depreciation .....                 | 115,434         | 113,821        |
| – Loss on Fixed Assets written off .....                | 1,857           | 26,993         |
| Add/(less) movements in other working capital items     |                 |                |
| (Increase)/Decrease in receivables .....                | 0               | 10,788         |
| (Increase)/Decrease in GST .....                        | 3,096           | (8,917)        |
| Increase/(Decrease) in operating accounts payable ..... | 11,085          | 11,182         |
| Net Cash Flows from Operating Activities .....          | <u>(36,942)</u> | <u>163,100</u> |

#### 8. FINANCIAL INSTRUMENTS

##### **CREDIT RISK**

Financial instruments, which potentially expose the Authority to credit risk, consist of bank balances, call deposits and accounts receivable.

##### **CONCENTRATION OF CREDIT RISK**

There are no significant concentrations of credit risk.

##### **CURRENCY AND INTEREST RATE RISK**

There is no exposure to currency risk and financial instruments are not interest rate sensitive.

## **POLICE COMPLAINTS AUTHORITY**

### **NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005 – *continued***

#### **9. RELATED PARTY TRANSACTIONS**

The Authority is a wholly owned entity of the Crown. Revenue derived from the Crown is the Authority's major source of income as set out in the Statement of Financial Performance.

#### **10. POST BALANCE DATE EVENTS**

There were no post balance date events.

#### **11. REMUNERATION**

For the year ended 30 June 2005 remuneration paid to the Authority was \$263,900 (2004 \$257,378).

The Manager, Investigations receives remuneration of \$110,000. No other officer receives remuneration in excess of \$100,000.

## **11. STATEMENT OF SERVICE PERFORMANCE AND OBJECTIVES FOR FINANCIAL YEAR 2004/2005**

Where there have been no significant statutory amendments since the previous year's Annual Report, material changes in the Statement of Service Performance are unlikely.

During the year the Authority executed a new Memorandum of Understanding with the Minister of Justice.

The Statement of Objectives contained in that Memorandum provides that the class of outputs includes the following (as required by the Police Complaints Authority Act 1988):

- to investigate and resolve complaints concerning misconduct or neglect of duty by, or concerning the practices, policies or procedures of, the Police;
- to investigate incidents where the Police may have caused death or serious bodily harm in the course of carrying out their duties;
- to investigate and resolve matters referred to the Police Complaints Authority by the Commissioner of Police, pursuant to a Memorandum of Understanding executed between those parties, of serious misconduct or serious neglect of duty to be treated by the Police Complaints Authority as if they were complaints.

The Authority has in addition been funded to provide an independent investigative capability separate from the Police, this enabling it to undertake investigations into matters which in its opinion require independent investigation.

A major goal of the Authority continues to be the politically independent and appropriate oversight and disposal of all complaints and incidents which come within the jurisdiction of the Police Complaints Authority. This is essential to the maintenance of public confidence in the system. As the Police conduct most first-line investigations of complaints pursuant to section 17(1)(b) of the Police Complaints Authority Act it is understandable that public attention has focused from time to time on the independence of the Authority.

To achieve this outcome the class of outputs comprises:

- Receiving complaints direct from the public, and advice of complaints when sourced elsewhere.
- Receiving advice of matters pursuant to the Memorandum of Understanding executed by the Commissioner and the Authority.
- Deciding on the manner of dealing with the complaints and matters.
- Designating certain complaints for District Complaint Resolution.
- Supervising investigation of incidents reported under Section 13 of the Act.

- Supervising the response to and investigation of complaints by Police.
- Documenting and reporting activity in respect of complaints and incidents, including recommendations to the Commissioner of Police.

In the year under review the Authority set itself standards to measure achievements. Those standards and the level of achievement are set out below.

| <b><i>Standard</i></b>   | <b><i>Level of Achievement</i></b> |
|--|------------------------------------|
| Comply with its obligations under the Police Complaints Authority Act 1988;  | Achieved                           |
| Provide operational capacity capable of responding to complaints and incidents within 1 working day of notice;           | Achieved                           |
| Ensure all complaints and incidents are assigned for investigation within 3 working days of their receipt or occurrence; | Achieved                           |
| Maintain appropriate quality investigation management programmes;  | Achieved                           |
| Monitor all investigations to ensure timely completion (no single time standard is appropriate);                         | Generally Achieved                 |
| Ensure all letters resolving complaints and decisions are signed by the Authority;                                       | Achieved                           |
| Ensure all files relating to completed investigations are disposed of within 28 days of receipt by the Authority.        | Achieved in 70% of cases           |

The Authority continues to focus on the importance of the timely disposal of complaints but this is a difficult issue.

As most complaints continue to be investigated by the Police in the District in which they arose, it is very much in the hands of the District how quickly the investigation is carried out. There are great variations in time taken governed by the circumstances of the complaint and the workload in the District at any given time. When completed at the District the file is sent to the Professional Standards Section at the Office of the Commissioner in Wellington and the investigation is reviewed there before being sent to the Authority for final independent review. It is at this point that time begins to run in a material way as far as the Authority is concerned. In cases which are uncomplicated the Authority may complete its review of a file comfortably within the time standard set. However the volume of work, and the limited resources of the Authority, are such that a minority of cases involve a time in

the Authority greater than 28 days. Apart from work volume there are other factors which affect the ability of the Authority to comply with the 28 day standard for completion of review. If further information or re-investigation is required, as is not infrequently the case, then delay occurs. On occasions a complaint or disposal of an incident review must await the conclusion of proceedings in the Courts, in some cases at appellate level.

The time period, from final receipt of completed investigation to disposal decision, is logged in the Authority and is the true measure of the Authority's Quality Performance as a time measure.

The Authority recognises however that a complainant's satisfaction with timely disposal of a complaint will be assessed by the time that elapses from the time the complaint is made to its resolution. In most cases a file is in the hands of the Police and not the Authority for a major part of that period of time. During that time the speed with which the complaint is progressed is controlled by the Police and not the Authority. It is however a matter of concern to the Authority and is from time to time the subject of communication with the Office of the Commissioner, both in respect of individual matters and generally. The Authority is mindful of the pressures under which the Police operate, in terms of their available resources and in terms of the demands, across the full range of their duties, which are made on those resources.

Other aspects of Quality Control are that each complaint when received in the office is examined by the Authority and allotted to a reviewing officer who from there on is personally responsible for the file until its disposal. It is the officer's obligation to ensure that the investigation is progressing towards completion. That officer prepares disposal letters which are considered and signed by the Authority. Frequent discussions take place with reviewing officers on issues arising out of complaints.

If expressions of dissatisfaction are received after disposal of complaints they may be the occasion for re-examination of the file.

The quantity of the complaint files opened in the year under review decreased from the previous year, when 1956 complaint files were opened, to 1902, this remaining a significant increase on the files opened in the two preceding financial years (2002 and 2003), in which the numbers were 1730 and 1781 respectively.

Costs of the conduct of the Authority are all allotted to the existing agreed output class of "Equity Promotion and Protection Services" and amounted to \$1,711,722.

The Authority can respond to requests from Police as to their practices and procedures. On many occasions when complaints are being disposed of the Authority will comment to the Commissioner on operational aspects which could be improved. Complaints dealt with by the Authority are a very useful source of information about Police management and the Authority tries to be

positive in this field and to draw attention to these matters for the benefit of Police generally.

The Authority continues to be available if called on by the Minister of Justice, under whose portfolio we operate, to answer questions about our work and to report to him on aspects of cases that are in the public arena. The Authority also assists the Minister with replies to Parliamentary Questions and to requests for information directed to him by members of the public.



**Audit New Zealand**

**AUDIT REPORT**  
**TO THE READERS OF**  
**THE POLICE COMPLAINTS AUTHORITY'S**  
**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2005**

The Auditor-General is the auditor of the Police Complaints Authority (the Authority). The Auditor-General has appointed me, J R Smaill, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements of the Authority, on his behalf, for the year ended 30 June 2005.

**Unqualified opinion**

In our opinion the financial statements of the Authority on pages 8 to 21:

- ▲ comply with generally accepted accounting practice in New Zealand; and
- ▲ fairly reflect:
  - the Authority's financial position as at 30 June 2005;
  - the results of its operations and cash flows for the year ended on that date; and
  - its service performance achievements measured against the performance targets adopted for the year ended on that date.

The audit was completed on 28 October 2005, and is the date at which our opinion is expressed.

The basis of the opinion is explained below. In addition, we outline the responsibilities of the Authority and the Auditor, and explain our independence.

**Basis of opinion**

We carried out the audit in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards.

We planned and performed our audit to obtain all the information and explanations we considered necessary in order to obtain reasonable assurance that the financial statements did not have material misstatements, whether caused by fraud or error.

Material misstatements are differences or omissions of amounts and disclosures that would affect a reader's overall understanding of the financial statements. If we had found material misstatements that were not corrected, we would have referred to them in the opinion.

Our audit involved performing procedures to test the information presented in the financial statements. We assessed the results of those procedures in forming our opinion.

Audit procedures generally include:

- ▲ determining whether significant financial and management controls are working and can be relied on to produce complete and accurate data;
- ▲ verifying samples of transactions and account balances;
- ▲ performing analyses to identify anomalies in the reported data;
- ▲ reviewing significant estimates and judgements made by the Authority;
- ▲ confirming year-end balances;
- ▲ determining whether accounting policies are appropriate and consistently applied; and
- ▲ determining whether all financial statement disclosures are adequate.

We did not examine every transaction, nor do we guarantee complete accuracy of the financial statements.

We evaluated the overall adequacy of the presentation of information in the financial statements. We obtained all the information and explanations we required to support the opinion above.

### **Responsibilities of the Authority and the Auditor**

The Authority is responsible for preparing financial statements in accordance with generally accepted accounting practice in New Zealand. Those financial statements must fairly reflect the financial position of the Authority as at 30 June 2005. They must also fairly reflect the results of its operations and cash flows and service performance achievements for the year ended on that date. The Authority's responsibilities arise from the Public Finance Act 1989.

We are responsible for expressing an independent opinion on the financial statements and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001 and the Public Finance Act 1989.

### **Independence**

When carrying out the audit we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the Institute of Chartered Accountants of New Zealand.

Other than the audit, we have no relationship with or interests in the Authority.



J R Smail  
Audit New Zealand  
On behalf of the Auditor-General  
Wellington, New Zealand



COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

ALL DISTRICTS

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 359      | 29          | 0               | 46      | 4         | 280                        | 2                   | 14        | 46          | 51            | 167     |
| Disgraceful Conduct                     | 67       | 3           | 1               | 1       | 0         | 62                         | 0                   | 5         | 0           | 7             | 50      |
| Dishonesty                              | 62       | 6           | 0               | 12      | 1         | 43                         | 1                   | 2         | 4           | 4             | 32      |
| Handling Property (Damage/Loss)         | 120      | 14          | 0               | 6       | 4         | 96                         | 0                   | 3         | 19          | 18            | 56      |
| Harassment                              | 106      | 13          | 2               | 19      | 2         | 70                         | 0                   | 2         | 8           | 14            | 46      |
| Improper Disclosure                     | 82       | 11          | 1               | 11      | 2         | 57                         | 0                   | 3         | 12          | 6             | 36      |
| Miscellaneous                           | 58       | 6           | 2               | 2       | 0         | 48                         | 1                   | 3         | 1           | 10            | 33      |
| Misuse of Authority                     | 46       | 8           | 0               | 2       | 0         | 36                         | 1                   | 5         | 0           | 2             | 28      |
| Neglect of Duty: Failure to Investigate | 164      | 24          | 1               | 8       | 3         | 128                        | 0                   | 1         | 25          | 16            | 86      |
| Neglect of Duty: Failure to Notify      | 46       | 4           | 0               | 2       | 0         | 40                         | 0                   | 0         | 8           | 8             | 24      |
| Neglect of Duty: Failure to Prosecute   | 157      | 26          | 0               | 6       | 1         | 124                        | 0                   | 0         | 20          | 21            | 83      |
| Neglect of Duty: Failure to Respond     | 64       | 9           | 0               | 5       | 1         | 49                         | 0                   | 1         | 12          | 10            | 26      |
| Neglect of Duty: Other                  | 393      | 34          | 1               | 52      | 2         | 304                        | 0                   | 11        | 31          | 52            | 210     |
| Perjury                                 | 9        | 0           | 0               | 2       | 1         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| Practice and Procedure                  | 378      | 41          | 3               | 47      | 4         | 283                        | 2                   | 14        | 42          | 40            | 185     |
| Prosecution Procedures                  | 100      | 17          | 3               | 26      | 0         | 54                         | 0                   | 1         | 2           | 6             | 45      |
| Search                                  | 21       | 1           | 0               | 2       | 0         | 18                         | 0                   | 0         | 3           | 3             | 12      |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 10       | 2           | 0               | 2       | 1         | 5                          | 0                   | 0         | 1           | 0             | 4       |
| Search: Vehicle                         | 6        | 2           | 0               | 1       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Threats                                 | 34       | 7           | 0               | 0       | 1         | 26                         | 0                   | 1         | 4           | 5             | 16      |
| Treatment of Children                   | 28       | 1           | 0               | 4       | 0         | 23                         | 1                   | 0         | 2           | 1             | 19      |
| Unjust Prosecution                      | 54       | 8           | 1               | 31      | 0         | 14                         | 0                   | 0         | 2           | 1             | 11      |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 34       | 2           | 0               | 2       | 0         | 30                         | 0                   | 2         | 1           | 3             | 24      |
| Unlawful Arrest                         | 84       | 4           | 0               | 24      | 0         | 56                         | 0                   | 1         | 2           | 3             | 50      |
| Use of Force – Baton                    | 6        | 1           | 0               | 2       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Use of Force – Dogbite                  | 16       | 1           | 0               | 0       | 0         | 15                         | 0                   | 0         | 0           | 0             | 15      |
| Use of Force – Physical                 | 249      | 19          | 2               | 54      | 6         | 168                        | 1                   | 0         | 2           | 7             | 158     |
| Use of Force – Other                    | 99       | 7           | 0               | 17      | 1         | 74                         | 0                   | 0         | 3           | 6             | 65      |
| Use of Vehicle                          | 54       | 5           | 0               | 2       | 3         | 44                         | 0                   | 1         | 2           | 5             | 36      |
| SECTION 13 – Death                      | 9        | 0           | 0               | 0       | 0         | 9                          | 0                   | 0         | 0           | 0             | 9       |
| SECTION 13 – Serious Bodily Harm        | 62       | 0           | 0               | 0       | 0         | 62                         | 0                   | 0         | 0           | 9             | 53      |
| SECTION 13 – Suicide                    | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Suicide: Attempted         | 93       | 0           | 0               | 0       | 0         | 93                         | 0                   | 7         | 0           | 29            | 57      |
| SECTION 13 – Practice & Procedure       | 170      | 0           | 0               | 0       | 0         | 170                        | 0                   | 7         | 0           | 40            | 123     |
| FILES OPENED: 1902                      | 3243     | 305         | 17              | 388     | 37        | 2496                       | 9                   | 84        | 252         | 378           | 1773    |

COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

AUCKLAND CITY

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 51       | 1           | 0               | 4       | 0         | 46                         | 0                   | 2         | 6           | 4             | 34      |
| Disgraceful Conduct                     | 5        | 0           | 0               | 0       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Dishonesty                              | 4        | 0           | 0               | 1       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Handling Property (Damage/Loss)         | 21       | 2           | 0               | 1       | 0         | 18                         | 0                   | 1         | 2           | 1             | 14      |
| Harassment                              | 8        | 2           | 0               | 0       | 0         | 6                          | 0                   | 0         | 2           | 1             | 3       |
| Improper Disclosure                     | 9        | 3           | 0               | 1       | 0         | 5                          | 0                   | 2         | 0           | 1             | 2       |
| Miscellaneous                           | 2        | 1           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Misuse of Authority                     | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Neglect of Duty: Failure to Investigate | 21       | 6           | 0               | 1       | 0         | 14                         | 0                   | 0         | 2           | 6             | 6       |
| Neglect of Duty: Failure to Notify      | 9        | 2           | 0               | 0       | 0         | 7                          | 0                   | 0         | 1           | 3             | 3       |
| Neglect of Duty: Failure to Prosecute   | 17       | 2           | 0               | 1       | 0         | 14                         | 0                   | 0         | 2           | 5             | 7       |
| Neglect of Duty: Failure to Respond     | 7        | 1           | 0               | 0       | 0         | 6                          | 0                   | 0         | 2           | 0             | 4       |
| Neglect of Duty: Other                  | 42       | 1           | 0               | 2       | 0         | 39                         | 0                   | 1         | 2           | 5             | 31      |
| Perjury                                 | 1        | 0           | 0               | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Practice and Procedure                  | 49       | 4           | 0               | 4       | 0         | 41                         | 0                   | 0         | 4           | 4             | 33      |
| Prosecution Procedures                  | 9        | 0           | 0               | 2       | 0         | 7                          | 0                   | 0         | 0           | 0             | 7       |
| Search                                  | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 2        | 0           | 0               | 1       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Search: Vehicle                         | 1        | 1           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 2        | 1           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Treatment of Children                   | 2        | 0           | 0               | 1       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unjust Prosecution                      | 5        | 1           | 0               | 3       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unlawful Arrest                         | 8        | 0           | 0               | 2       | 0         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| Use of Force – Baton                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Use of Force – Physical                 | 31       | 6           | 0               | 3       | 0         | 22                         | 0                   | 0         | 0           | 0             | 22      |
| Use of Force – Other                    | 10       | 0           | 0               | 1       | 0         | 9                          | 0                   | 0         | 0           | 0             | 9       |
| Use of Vehicle                          | 6        | 1           | 0               | 1       | 1         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Death                      | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Serious Bodily Harm        | 5        | 0           | 0               | 0       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| SECTION 13 – Suicide                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| SECTION 13 – Practice & Procedure       | 7        | 0           | 0               | 0       | 0         | 7                          | 0                   | 0         | 0           | 0             | 7       |
| FILES OPENED FOR DISTRICT: 203          | 342      | 35          | 0               | 30      | 1         | 276                        | 0                   | 6         | 23          | 30            | 217     |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**BAY OF PLENTY**

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | JURISDICTION | NO | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|--------------|----|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 27       | 3           | 0            | 0  | 5       | 0         | 19                         | 0                   | 0         | 3           | 3             | 13      |
| Disgraceful Conduct                     | 16       | 1           | 1            | 0  | 0       | 0         | 14                         | 0                   | 0         | 0           | 0             | 14      |
| Dishonesty                              | 9        | 0           | 0            | 0  | 0       | 0         | 9                          | 0                   | 1         | 1           | 3             | 4       |
| Handling Property (Damage/Loss)         | 6        | 1           | 0            | 0  | 1       | 0         | 4                          | 0                   | 0         | 0           | 2             | 2       |
| Harassment                              | 11       | 1           | 0            | 0  | 1       | 0         | 9                          | 0                   | 0         | 0           | 3             | 6       |
| Improper Disclosure                     | 5        | 1           | 0            | 0  | 1       | 0         | 3                          | 0                   | 0         | 1           | 0             | 2       |
| Miscellaneous                           | 7        | 1           | 0            | 0  | 0       | 0         | 6                          | 0                   | 0         | 0           | 5             | 1       |
| Misuse of Authority                     | 6        | 0           | 0            | 0  | 0       | 0         | 6                          | 0                   | 1         | 0           | 2             | 3       |
| Neglect of Duty: Failure to Investigate | 17       | 4           | 0            | 0  | 0       | 0         | 13                         | 0                   | 0         | 1           | 0             | 12      |
| Neglect of Duty: Failure to Notify      | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Neglect of Duty: Failure to Prosecute   | 22       | 6           | 0            | 0  | 1       | 0         | 15                         | 0                   | 0         | 2           | 0             | 13      |
| Neglect of Duty: Failure to Respond     | 7        | 1           | 0            | 0  | 1       | 0         | 5                          | 0                   | 0         | 1           | 2             | 2       |
| Neglect of Duty: Other                  | 36       | 5           | 0            | 0  | 5       | 0         | 26                         | 0                   | 2         | 4           | 3             | 17      |
| Perjury                                 | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Practice and Procedure                  | 34       | 1           | 0            | 0  | 9       | 0         | 24                         | 0                   | 3         | 2           | 2             | 17      |
| Prosecution Procedures                  | 10       | 3           | 2            | 0  | 1       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Search                                  | 4        | 0           | 0            | 0  | 1       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Search: Damage/Loss                     | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Vehicle                         | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 5        | 0           | 0            | 0  | 0       | 0         | 5                          | 0                   | 0         | 1           | 0             | 4       |
| Treatment of Children                   | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 1                   | 0         | 0           | 0             | 1       |
| Unjust Prosecution                      | 5        | 1           | 1            | 0  | 2       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unknown                                 | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 2             | 1       |
| Unlawful Arrest                         | 8        | 0           | 0            | 0  | 2       | 0         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| Use of Force – Baton                    | 1        | 0           | 0            | 0  | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Force – Physical                 | 29       | 3           | 1            | 0  | 6       | 0         | 19                         | 1                   | 0         | 0           | 1             | 17      |
| Use of Force – Other                    | 13       | 1           | 0            | 0  | 1       | 0         | 11                         | 0                   | 0         | 2           | 0             | 9       |
| Use of Vehicle                          | 4        | 0           | 0            | 0  | 1       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Death                      | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Serious Bodily Harm        | 5        | 0           | 0            | 0  | 0       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| SECTION 13 – Suicide                    | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 8        | 0           | 0            | 0  | 0       | 0         | 8                          | 0                   | 0         | 0           | 2             | 6       |
| SECTION 13 – Practice & Procedure       | 14       | 0           | 0            | 0  | 0       | 0         | 14                         | 0                   | 0         | 0           | 2             | 12      |
| FILES OPENED FOR DISTRICT: 176          | 318      | 33          | 5            | 39 | 0       | 241       | 2                          | 7                   | 18        | 33          | 181           |         |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**CANTERBURY**

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 40       | 1           | 0               | 7       | 1         | 31                         | 0                   | 0         | 10          | 3             | 18      |
| Disgraceful Conduct                     | 6        | 0           | 0               | 0       | 0         | 6                          | 0                   | 1         | 0           | 1             | 4       |
| Dishonesty                              | 5        | 0           | 0               | 2       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Handling Property (Damage/Loss)         | 14       | 2           | 0               | 0       | 1         | 11                         | 0                   | 0         | 4           | 1             | 6       |
| Harassment                              | 7        | 1           | 0               | 0       | 0         | 6                          | 0                   | 0         | 1           | 2             | 3       |
| Improper Disclosure                     | 9        | 0           | 0               | 2       | 1         | 6                          | 0                   | 0         | 2           | 1             | 3       |
| Miscellaneous                           | 5        | 0           | 0               | 1       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Misuse of Authority                     | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Neglect of Duty: Failure to Investigate | 12       | 2           | 0               | 2       | 0         | 8                          | 0                   | 0         | 1           | 2             | 5       |
| Neglect of Duty: Failure to Notify      | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 1           | 0             | 0       |
| Neglect of Duty: Failure to Prosecute   | 16       | 1           | 0               | 1       | 0         | 14                         | 0                   | 0         | 1           | 0             | 13      |
| Neglect of Duty: Failure to Respond     | 9        | 1           | 0               | 1       | 0         | 7                          | 0                   | 0         | 1           | 4             | 2       |
| Neglect of Duty: Other                  | 32       | 4           | 1               | 4       | 1         | 22                         | 0                   | 0         | 4           | 1             | 17      |
| Perjury                                 | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Practice and Procedure                  | 30       | 2           | 2               | 2       | 2         | 22                         | 0                   | 1         | 6           | 3             | 12      |
| Prosecution Procedures                  | 11       | 2           | 1               | 3       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Search                                  | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 1             | 0       |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 3        | 0           | 0               | 1       | 1         | 1                          | 0                   | 0         | 1           | 0             | 0       |
| Search: Vehicle                         | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 5        | 0           | 0               | 0       | 1         | 4                          | 0                   | 0         | 2           | 0             | 2       |
| Treatment of Children                   | 8        | 1           | 0               | 1       | 0         | 6                          | 0                   | 0         | 1           | 0             | 5       |
| Unjust Prosecution                      | 3        | 0           | 0               | 2       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Unlawful Arrest                         | 8        | 2           | 0               | 1       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Use of Force – Baton                    | 4        | 1           | 0               | 1       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Use of Force – Dogbite                  | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Force – Physical                 | 34       | 0           | 1               | 10      | 2         | 21                         | 0                   | 0         | 0           | 2             | 19      |
| Use of Force – Other                    | 16       | 1           | 0               | 2       | 1         | 12                         | 0                   | 0         | 1           | 1             | 10      |
| Use of Vehicle                          | 6        | 0           | 0               | 0       | 0         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| SECTION 13 – Death                      | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Serious Bodily Harm        | 5        | 0           | 0               | 0       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| SECTION 13 – Suicide                    | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Suicide: Attempted         | 11       | 0           | 0               | 0       | 0         | 11                         | 0                   | 1         | 0           | 7             | 3       |
| SECTION 13 – Practice & Procedure       | 16       | 0           | 0               | 0       | 0         | 16                         | 0                   | 1         | 0           | 7             | 8       |
| FILES OPENED FOR DISTRICT: 189          | 324      | 21          | 5               | 43      | 11        | 244                        | 0                   | 4         | 36          | 36            | 168     |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**CENTRAL**

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | JURISDICTION | NO REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|--------------|------------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 29       | 4           | 0            | 1          | 0         | 24                         | 1                   | 4         | 6           | 2             | 11      |
| Disgraceful Conduct                     | 6        | 0           | 0            | 1          | 0         | 5                          | 0                   | 1         | 0           | 2             | 2       |
| Dishonesty                              | 8        | 0           | 0            | 0          | 0         | 8                          | 0                   | 1         | 1           | 0             | 6       |
| Handling Property (Damage/Loss)         | 11       | 1           | 0            | 0          | 1         | 9                          | 0                   | 1         | 6           | 0             | 2       |
| Harassment                              | 13       | 1           | 1            | 5          | 0         | 6                          | 0                   | 1         | 1           | 2             | 2       |
| Improper Disclosure                     | 8        | 0           | 0            | 0          | 0         | 8                          | 0                   | 0         | 3           | 1             | 4       |
| Miscellaneous                           | 2        | 0           | 1            | 0          | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Misuse of Authority                     | 4        | 0           | 0            | 0          | 0         | 4                          | 0                   | 3         | 0           | 0             | 1       |
| Neglect of Duty: Failure to Investigate | 10       | 0           | 1            | 0          | 0         | 9                          | 0                   | 0         | 3           | 0             | 6       |
| Neglect of Duty: Failure to Notify      | 3        | 0           | 0            | 0          | 0         | 3                          | 0                   | 0         | 2           | 0             | 1       |
| Neglect of Duty: Failure to Prosecute   | 13       | 5           | 0            | 0          | 0         | 8                          | 0                   | 0         | 3           | 2             | 3       |
| Neglect of Duty: Failure to Respond     | 3        | 0           | 0            | 0          | 1         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Neglect of Duty: Other                  | 31       | 2           | 0            | 3          | 0         | 26                         | 0                   | 1         | 5           | 6             | 14      |
| Perjury                                 | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Practice and Procedure                  | 25       | 3           | 0            | 0          | 1         | 21                         | 1                   | 1         | 6           | 3             | 10      |
| Prosecution Procedures                  | 9        | 1           | 0            | 1          | 0         | 7                          | 0                   | 0         | 0           | 1             | 6       |
| Search                                  | 2        | 0           | 0            | 0          | 0         | 2                          | 0                   | 0         | 1           | 1             | 0       |
| Search: Damage/Loss                     | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Vehicle                         | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 4        | 1           | 0            | 0          | 0         | 3                          | 0                   | 1         | 0           | 1             | 1       |
| Treatment of Children                   | 2        | 0           | 0            | 0          | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Unjust Prosecution                      | 5        | 0           | 0            | 3          | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Unknown                                 | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 4        | 0           | 0            | 0          | 0         | 4                          | 0                   | 1         | 0           | 1             | 2       |
| Unlawful Arrest                         | 6        | 0           | 0            | 0          | 0         | 6                          | 0                   | 1         | 2           | 0             | 3       |
| Use of Force – Baton                    | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 2        | 0           | 0            | 0          | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Use of Force – Physical                 | 22       | 0           | 0            | 4          | 1         | 17                         | 0                   | 0         | 0           | 0             | 17      |
| Use of Force – Other                    | 8        | 1           | 0            | 0          | 0         | 7                          | 0                   | 0         | 0           | 2             | 5       |
| Use of Vehicle                          | 3        | 0           | 0            | 0          | 0         | 3                          | 0                   | 0         | 1           | 0             | 2       |
| SECTION 13 – Death                      | 1        | 0           | 0            | 0          | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Serious Bodily Harm        | 12       | 0           | 0            | 0          | 0         | 12                         | 0                   | 0         | 0           | 3             | 9       |
| SECTION 13 – Suicide                    | 0        | 0           | 0            | 0          | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 8        | 0           | 0            | 0          | 0         | 8                          | 0                   | 2         | 0           | 1             | 5       |
| SECTION 13 – Practice & Procedure       | 18       | 0           | 0            | 0          | 0         | 18                         | 0                   | 2         | 0           | 4             | 12      |
| FILES OPENED FOR DISTRICT: 160          | 272      | 19          | 3            | 18         | 4         | 228                        | 2                   | 20        | 42          | 32            | 132     |

COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

COUNTIES / MANUKAU

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 32       | 5           | 0               | 7       | 0         | 20                         | 0                   | 1         | 2           | 2             | 15      |
| Disgraceful Conduct                     | 9        | 1           | 0               | 0       | 0         | 8                          | 0                   | 1         | 0           | 1             | 6       |
| Dishonesty                              | 8        | 1           | 0               | 0       | 0         | 7                          | 0                   | 0         | 0           | 0             | 7       |
| Handling Property (Damage/Loss)         | 21       | 2           | 0               | 1       | 0         | 18                         | 0                   | 1         | 0           | 3             | 14      |
| Harassment                              | 10       | 2           | 0               | 3       | 0         | 5                          | 0                   | 0         | 0           | 1             | 4       |
| Improper Disclosure                     | 11       | 2           | 0               | 3       | 0         | 6                          | 0                   | 0         | 1           | 0             | 5       |
| Miscellaneous                           | 9        | 0           | 0               | 0       | 0         | 9                          | 0                   | 0         | 0           | 0             | 9       |
| Misuse of Authority                     | 8        | 4           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Neglect of Duty: Failure to Investigate | 29       | 5           | 0               | 0       | 0         | 24                         | 0                   | 1         | 3           | 2             | 18      |
| Neglect of Duty: Failure to Notify      | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Neglect of Duty: Failure to Prosecute   | 18       | 3           | 0               | 0       | 0         | 15                         | 0                   | 0         | 2           | 0             | 13      |
| Neglect of Duty: Failure to Respond     | 5        | 1           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Neglect of Duty: Other                  | 43       | 7           | 0               | 6       | 0         | 30                         | 0                   | 0         | 2           | 6             | 22      |
| Perjury                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Practice and Procedure                  | 36       | 5           | 0               | 2       | 1         | 28                         | 0                   | 1         | 3           | 1             | 23      |
| Prosecution Procedures                  | 8        | 3           | 0               | 2       | 0         | 3                          | 0                   | 0         | 1           | 0             | 2       |
| Search                                  | 5        | 0           | 0               | 1       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Vehicle                         | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 5        | 1           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Treatment of Children                   | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Unjust Prosecution                      | 1        | 0           | 0               | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 6        | 1           | 0               | 1       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Unlawful Arrest                         | 13       | 1           | 0               | 2       | 0         | 10                         | 0                   | 0         | 0           | 2             | 8       |
| Use of Force – Baton                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Use of Force – Physical                 | 21       | 2           | 0               | 5       | 0         | 14                         | 0                   | 0         | 0           | 0             | 14      |
| Use of Force – Other                    | 9        | 1           | 0               | 3       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Use of Vehicle                          | 7        | 1           | 0               | 0       | 1         | 5                          | 0                   | 1         | 0           | 1             | 3       |
| SECTION 13 – Death                      | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| SECTION 13 – Serious Bodily Harm        | 6        | 0           | 0               | 0       | 0         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| SECTION 13 – Suicide                    | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Suicide: Attempted         | 9        | 0           | 0               | 0       | 0         | 9                          | 0                   | 0         | 0           | 2             | 7       |
| SECTION 13 – Practice & Procedure       | 21       | 0           | 0               | 0       | 0         | 21                         | 0                   | 0         | 0           | 3             | 18      |
| FILES OPENED FOR DISTRICT: 196          | 358      | 48          | 0               | 37      | 2         | 271                        | 0                   | 6         | 14          | 24            | 227     |

# COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

## EASTERN

| COMPLAINT CATEGORY                      | RECEIVED   | NOT PURSUED | NO JURISDICTION | REFUSED  | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT   |
|---|------------|-------------|-----------------|----------|-----------|----------------------------|---------------------|-----------|-------------|---------------|-----------|
| Attitude/Language                       | 19         | 0           | 0               | 0        | 1         | 18                         | 0                   | 0         | 1           | 3             | 14        |
| Disgraceful Conduct                     | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 0           | 0             | 3         |
| Dishonesty                              | 3          | 0           | 0               | 1        | 0         | 2                          | 0                   | 0         | 1           | 0             | 1         |
| Handling Property (Damage/Loss)         | 7          | 0           | 0               | 1        | 0         | 6                          | 0                   | 0         | 0           | 1             | 5         |
| Harassment                              | 8          | 0           | 0               | 1        | 1         | 6                          | 0                   | 0         | 1           | 1             | 4         |
| Improper Disclosure                     | 3          | 1           | 0               | 1        | 0         | 1                          | 0                   | 0         | 0           | 0             | 1         |
| Miscellaneous                           | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 0           | 0             | 3         |
| Misuse of Authority                     | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Neglect of Duty: Failure to Investigate | 7          | 1           | 0               | 0        | 1         | 5                          | 0                   | 0         | 1           | 0             | 4         |
| Neglect of Duty: Failure to Notify      | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 2           | 0             | 1         |
| Neglect of Duty: Failure to Prosecute   | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 0           | 2             | 1         |
| Neglect of Duty: Failure to Respond     | 2          | 0           | 0               | 0        | 0         | 2                          | 0                   | 0         | 0           | 1             | 1         |
| Neglect of Duty: Other                  | 25         | 2           | 0               | 1        | 1         | 21                         | 0                   | 2         | 4           | 4             | 11        |
| Perjury                                 | 2          | 0           | 0               | 0        | 1         | 1                          | 0                   | 0         | 0           | 0             | 1         |
| Practice and Procedure                  | 20         | 1           | 0               | 0        | 0         | 19                         | 0                   | 0         | 5           | 4             | 10        |
| Prosecution Procedures                  | 3          | 1           | 0               | 1        | 0         | 1                          | 0                   | 0         | 0           | 0             | 1         |
| Search                                  | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Search: Damage/Loss                     | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Search: Person                          | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Search: Vehicle                         | 1          | 0           | 0               | 0        | 0         | 1                          | 0                   | 0         | 0           | 0             | 1         |
| Threats                                 | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Treatment of Children                   | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Unjust Prosecution                      | 1          | 0           | 0               | 1        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Unknown                                 | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Unlawful Act                            | 1          | 0           | 0               | 0        | 0         | 1                          | 0                   | 0         | 0           | 0             | 1         |
| Unlawful Arrest                         | 2          | 0           | 0               | 0        | 0         | 2                          | 0                   | 0         | 0           | 0             | 2         |
| Use of Force – Baton                    | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Use of Force – Dogbite                  | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Use of Force – Physical                 | 11         | 0           | 0               | 2        | 1         | 8                          | 0                   | 0         | 0           | 0             | 8         |
| Use of Force – Other                    | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 0           | 0             | 3         |
| Use of Vehicle                          | 2          | 0           | 0               | 0        | 0         | 2                          | 0                   | 0         | 0           | 0             | 2         |
| SECTION 13 – Death                      | 1          | 0           | 0               | 0        | 0         | 1                          | 0                   | 0         | 0           | 0             | 1         |
| SECTION 13 – Serious Bodily Harm        | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 0           | 0             | 3         |
| SECTION 13 – Suicide                    | 0          | 0           | 0               | 0        | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| SECTION 13 – Suicide: Attempted         | 2          | 0           | 0               | 0        | 0         | 2                          | 0                   | 0         | 0           | 2             | 0         |
| SECTION 13 – Practice & Procedure       | 6          | 0           | 0               | 0        | 0         | 6                          | 0                   | 0         | 0           | 2             | 4         |
| <b>FILES OPENED FOR DISTRICT: 84</b>    | <b>144</b> | <b>6</b>    | <b>0</b>        | <b>9</b> | <b>6</b>  | <b>123</b>                 | <b>0</b>            | <b>2</b>  | <b>15</b>   | <b>20</b>     | <b>86</b> |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**NORTH SHORE / WAITAKERE / RODNEY**

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 39       | 4           | 0               | 6       | 0         | 29                         | 1                   | 2         | 0           | 9             | 17      |
| Disgraceful Conduct                     | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 1         | 0           | 1             | 2       |
| Dishonesty                              | 8        | 1           | 0               | 4       | 1         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Handling Property (Damage/Loss)         | 9        | 1           | 0               | 0       | 1         | 7                          | 0                   | 0         | 0           | 1             | 6       |
| Harassment                              | 11       | 0           | 0               | 2       | 0         | 9                          | 0                   | 0         | 0           | 0             | 9       |
| Improper Disclosure                     | 8        | 1           | 0               | 1       | 0         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| Miscellaneous                           | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 1         | 0           | 0             | 3       |
| Misuse of Authority                     | 7        | 1           | 0               | 0       | 0         | 6                          | 0                   | 0         | 0           | 0             | 6       |
| Neglect of Duty: Failure to Investigate | 15       | 3           | 0               | 2       | 0         | 10                         | 0                   | 0         | 2           | 2             | 6       |
| Neglect of Duty: Failure to Notify      | 6        | 1           | 0               | 1       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Neglect of Duty: Failure to Prosecute   | 15       | 2           | 0               | 1       | 0         | 12                         | 0                   | 0         | 1           | 4             | 7       |
| Neglect of Duty: Failure to Respond     | 2        | 0           | 0               | 1       | 0         | 1                          | 0                   | 0         | 1           | 0             | 0       |
| Neglect of Duty: Other                  | 38       | 2           | 0               | 5       | 0         | 31                         | 0                   | 0         | 1           | 5             | 25      |
| Perjury                                 | 1        | 0           | 0               | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Practice and Procedure                  | 42       | 5           | 0               | 6       | 0         | 31                         | 1                   | 1         | 0           | 3             | 26      |
| Prosecution Procedures                  | 15       | 3           | 0               | 4       | 0         | 8                          | 0                   | 0         | 1           | 1             | 6       |
| Search                                  | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Search: Vehicle                         | 1        | 1           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 4        | 1           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 2             | 1       |
| Treatment of Children                   | 5        | 0           | 0               | 2       | 0         | 3                          | 0                   | 0         | 1           | 0             | 2       |
| Unjust Prosecution                      | 12       | 3           | 0               | 8       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 1         | 0           | 0             | 3       |
| Unlawful Arrest                         | 14       | 0           | 0               | 6       | 0         | 8                          | 0                   | 0         | 0           | 0             | 8       |
| Use of Force – Baton                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Force – Physical                 | 29       | 0           | 0               | 5       | 0         | 24                         | 0                   | 0         | 1           | 0             | 23      |
| Use of Force – Other                    | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 1             | 3       |
| Use of Vehicle                          | 8        | 1           | 0               | 0       | 0         | 7                          | 0                   | 0         | 0           | 2             | 5       |
| SECTION 13 – Death                      | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| SECTION 13 – Serious Bodily Harm        | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 1             | 3       |
| SECTION 13 – Suicide                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 3             | 1       |
| SECTION 13 – Practice & Procedure       | 10       | 0           | 0               | 0       | 0         | 10                         | 0                   | 0         | 0           | 4             | 6       |
| FILES OPENED FOR DISTRICT: 178          | 328      | 30          | 0               | 55      | 2         | 241                        | 2                   | 6         | 8           | 39            | 186     |



COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

NORTHERN

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | JURISDICTION | NO | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|--------------|----|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 12       | 1           | 0            | 0  | 0       | 0         | 11                         | 0                   | 0         | 4           | 3             | 4       |
| Disgraceful Conduct                     | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Dishonesty                              | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 0           | 1             | 1       |
| Handling Property (Damage/Loss)         | 10       | 3           | 0            | 0  | 0       | 0         | 7                          | 0                   | 0         | 3           | 2             | 2       |
| Harassment                              | 7        | 0           | 1            | 0  | 4       | 1         | 1                          | 0                   | 0         | 1           | 0             | 0       |
| Improper Disclosure                     | 7        | 1           | 0            | 0  | 0       | 0         | 6                          | 0                   | 0         | 2           | 0             | 4       |
| Miscellaneous                           | 1        | 0           | 0            | 0  | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Misuse of Authority                     | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Neglect of Duty: Failure to Investigate | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Neglect of Duty: Failure to Notify      | 4        | 0           | 0            | 0  | 1       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Neglect of Duty: Failure to Prosecute   | 3        | 1           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Neglect of Duty: Failure to Respond     | 4        | 2           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 2           | 0             | 0       |
| Neglect of Duty: Other                  | 19       | 1           | 0            | 0  | 5       | 0         | 13                         | 0                   | 2         | 0           | 1             | 10      |
| Perjury                                 | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Practice and Procedure                  | 16       | 1           | 0            | 0  | 1       | 0         | 14                         | 0                   | 0         | 4           | 3             | 7       |
| Prosecution Procedures                  | 7        | 1           | 0            | 0  | 3       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Search                                  | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 1           | 0             | 2       |
| Search: Damage/Loss                     | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Vehicle                         | 1        | 0           | 0            | 0  | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 2        | 2           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Treatment of Children                   | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unjust Prosecution                      | 2        | 0           | 0            | 0  | 2       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unknown                                 | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unlawful Arrest                         | 4        | 0           | 0            | 0  | 2       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Use of Force – Baton                    | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Use of Force – Physical                 | 13       | 1           | 0            | 0  | 2       | 1         | 9                          | 0                   | 0         | 0           | 2             | 7       |
| Use of Force – Other                    | 2        | 0           | 0            | 0  | 1       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Vehicle                          | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| SECTION 13 – Death                      | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Serious Bodily Harm        | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Suicide                    | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Practice & Procedure       | 8        | 0           | 0            | 0  | 0       | 0         | 8                          | 0                   | 0         | 0           | 0             | 8       |
| FILES OPENED FOR DISTRICT: 87           | 146      | 14          | 1            | 1  | 23      | 2         | 106                        | 0                   | 2         | 18          | 14            | 72      |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**OFFICE OF THE COMMISSIONER**

| COMPLAINT CATEGORY                      | RECEIVED   | NOT PURSUED | NO JURISDICTION | REFUSED   | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT   |
|---|------------|-------------|-----------------|-----------|-----------|----------------------------|---------------------|-----------|-------------|---------------|-----------|
| Attitude/Language                       | 11         | 0           | 0               | 0         | 0         | 11                         | 0                   | 1         | 2           | 3             | 5         |
| Disgraceful Conduct                     | 2          | 0           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 0             | 2         |
| Dishonesty                              | 3          | 0           | 0               | 1         | 0         | 2                          | 1                   | 0         | 0           | 0             | 1         |
| Handling Property (Damage/Loss)         | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Harassment                              | 3          | 0           | 0               | 0         | 0         | 3                          | 0                   | 0         | 0           | 0             | 3         |
| Improper Disclosure                     | 1          | 0           | 0               | 0         | 0         | 1                          | 0                   | 1         | 0           | 0             | 0         |
| Miscellaneous                           | 3          | 0           | 0               | 0         | 0         | 3                          | 0                   | 1         | 0           | 0             | 2         |
| Misuse of Authority                     | 5          | 1           | 0               | 0         | 0         | 4                          | 1                   | 1         | 0           | 0             | 2         |
| Neglect of Duty: Failure to Investigate | 6          | 0           | 0               | 0         | 0         | 6                          | 0                   | 0         | 1           | 0             | 5         |
| Neglect of Duty: Failure to Notify      | 6          | 1           | 0               | 0         | 0         | 5                          | 0                   | 0         | 0           | 0             | 5         |
| Neglect of Duty: Failure to Prosecute   | 2          | 0           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 1             | 1         |
| Neglect of Duty: Failure to Respond     | 11         | 0           | 0               | 1         | 0         | 10                         | 0                   | 1         | 0           | 2             | 7         |
| Neglect of Duty: Other                  | 21         | 2           | 0               | 5         | 0         | 14                         | 0                   | 2         | 0           | 3             | 9         |
| Perjury                                 | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Practice and Procedure                  | 27         | 2           | 1               | 3         | 0         | 21                         | 0                   | 3         | 1           | 4             | 13        |
| Prosecution Procedures                  | 5          | 1           | 0               | 0         | 0         | 4                          | 0                   | 1         | 0           | 1             | 2         |
| Search                                  | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Search: Damage/Loss                     | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Search: Person                          | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Search: Vehicle                         | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Threats                                 | 2          | 0           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 1             | 1         |
| Treatment of Children                   | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Unjust Prosecution                      | 3          | 1           | 0               | 2         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Unknown                                 | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Unlawful Act                            | 6          | 0           | 0               | 0         | 0         | 6                          | 0                   | 0         | 0           | 0             | 6         |
| Unlawful Arrest                         | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Use of Force – Baton                    | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Use of Force – Dogbite                  | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Use of Force – Physical                 | 2          | 0           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 0             | 2         |
| Use of Force – Other                    | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| Use of Vehicle                          | 2          | 0           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 0             | 2         |
| SECTION 13 – Death                      | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| SECTION 13 – Serious Bodily Harm        | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| SECTION 13 – Suicide                    | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| SECTION 13 – Suicide: Attempted         | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0         |
| SECTION 13 – Practice & Procedure       | 1          | 0           | 0               | 0         | 0         | 1                          | 0                   | 0         | 0           | 1             | 0         |
| <b>FILES OPENED FOR DISTRICT: 99</b>    | <b>122</b> | <b>8</b>    | <b>1</b>        | <b>12</b> | <b>0</b>  | <b>101</b>                 | <b>2</b>            | <b>11</b> | <b>4</b>    | <b>16</b>     | <b>68</b> |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**SOUTHERN**

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | JURISDICTION | NO | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|--------------|----|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 20       | 2           | 0            | 0  | 3       | 0         | 15                         | 0                   | 2         | 3           | 3             | 7       |
| Disgraceful Conduct                     | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 1         | 0           | 0             | 0       |
| Dishonesty                              | 3        | 1           | 0            | 0  | 2       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Handling Property (Damage/Loss)         | 7        | 1           | 0            | 0  | 2       | 0         | 4                          | 0                   | 0         | 1           | 2             | 1       |
| Harassment                              | 9        | 1           | 0            | 0  | 1       | 0         | 7                          | 0                   | 1         | 0           | 2             | 4       |
| Improper Disclosure                     | 6        | 1           | 0            | 0  | 1       | 1         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Miscellaneous                           | 6        | 0           | 0            | 0  | 0       | 0         | 6                          | 1                   | 1         | 0           | 1             | 3       |
| Misuse of Authority                     | 3        | 0           | 0            | 0  | 1       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Neglect of Duty: Failure to Investigate | 12       | 0           | 0            | 0  | 1       | 2         | 9                          | 0                   | 0         | 2           | 1             | 6       |
| Neglect of Duty: Failure to Notify      | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Neglect of Duty: Failure to Prosecute   | 13       | 1           | 0            | 0  | 1       | 1         | 10                         | 0                   | 0         | 1           | 3             | 6       |
| Neglect of Duty: Failure to Respond     | 1        | 0           | 0            | 0  | 1       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Neglect of Duty: Other                  | 22       | 0           | 0            | 0  | 5       | 0         | 17                         | 0                   | 1         | 2           | 2             | 12      |
| Perjury                                 | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Practice and Procedure                  | 17       | 1           | 0            | 0  | 7       | 0         | 9                          | 0                   | 1         | 1           | 4             | 3       |
| Prosecution Procedures                  | 8        | 0           | 0            | 0  | 3       | 0         | 5                          | 0                   | 0         | 0           | 2             | 3       |
| Search                                  | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Damage/Loss                     | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Search: Vehicle                         | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 1             | 0       |
| Threats                                 | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Treatment of Children                   | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Unjust Prosecution                      | 3        | 0           | 0            | 0  | 1       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Unknown                                 | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 2        | 0           | 0            | 0  | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Unlawful Arrest                         | 4        | 1           | 0            | 0  | 1       | 0         | 2                          | 0                   | 0         | 0           | 1             | 1       |
| Use of Force – Baton                    | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Force – Physical                 | 11       | 1           | 0            | 0  | 5       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Use of Force – Other                    | 8        | 0           | 0            | 0  | 3       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Use of Vehicle                          | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Death                      | 1        | 0           | 0            | 0  | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Serious Bodily Harm        | 3        | 0           | 0            | 0  | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| SECTION 13 – Suicide                    | 0        | 0           | 0            | 0  | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 13       | 0           | 0            | 0  | 0       | 0         | 13                         | 0                   | 1         | 0           | 3             | 9       |
| SECTION 13 – Practice & Procedure       | 17       | 0           | 0            | 0  | 0       | 0         | 17                         | 0                   | 1         | 0           | 3             | 13      |
| FILES OPENED FOR DISTRICT: 122          | 202      | 10          | 0            | 0  | 38      | 4         | 150                        | 1                   | 9         | 10          | 28            | 102     |

# COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

## TASMAN

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 15       | 2           | 0               | 3       | 0         | 10                         | 0                   | 0         | 2           | 2             | 6       |
| Disgraceful Conduct                     | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Dishonesty                              | 2        | 1           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Handling Property (Damage/Loss)         | 4        | 0           | 0               | 0       | 1         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Harassment                              | 5        | 2           | 0               | 1       | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Improper Disclosure                     | 5        | 0           | 0               | 1       | 0         | 4                          | 0                   | 0         | 0           | 1             | 3       |
| Miscellaneous                           | 9        | 3           | 0               | 0       | 0         | 6                          | 0                   | 0         | 1           | 4             | 1       |
| Misuse of Authority                     | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Neglect of Duty: Failure to Investigate | 10       | 1           | 0               | 1       | 0         | 8                          | 0                   | 0         | 2           | 1             | 5       |
| Neglect of Duty: Failure to Notify      | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 1           | 2             | 1       |
| Neglect of Duty: Failure to Prosecute   | 12       | 3           | 0               | 0       | 0         | 9                          | 0                   | 0         | 2           | 1             | 6       |
| Neglect of Duty: Failure to Respond     | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Neglect of Duty: Other                  | 14       | 0           | 0               | 2       | 0         | 12                         | 0                   | 0         | 0           | 4             | 8       |
| Perjury                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Practice and Procedure                  | 24       | 5           | 0               | 3       | 0         | 16                         | 0                   | 1         | 0           | 2             | 13      |
| Prosecution Procedures                  | 4        | 2           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Search                                  | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Vehicle                         | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Threats                                 | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 1             | 0       |
| Treatment of Children                   | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unjust Prosecution                      | 3        | 0           | 0               | 2       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Arrest                         | 4        | 0           | 0               | 3       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Force – Baton                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Physical                 | 5        | 0           | 0               | 1       | 1         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Use of Force – Other                    | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Use of Vehicle                          | 3        | 0           | 0               | 0       | 1         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| SECTION 13 – Death                      | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Serious Bodily Harm        | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 1             | 3       |
| SECTION 13 – Suicide                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| SECTION 13 – Suicide: Attempted         | 10       | 0           | 0               | 0       | 0         | 10                         | 0                   | 0         | 0           | 4             | 6       |
| SECTION 13 – Practice & Procedure       | 13       | 0           | 0               | 0       | 0         | 13                         | 0                   | 0         | 0           | 5             | 8       |
| FILES OPENED FOR DISTRICT: 110          | 162      | 19          | 0               | 17      | 3         | 123                        | 0                   | 1         | 10          | 30            | 82      |

COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

WAIKATO

| COMPLAINT CATEGORY                      | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|---|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| Attitude/Language                       | 21       | 1           | 0               | 3       | 1         | 16                         | 0                   | 0         | 3           | 2             | 11      |
| Disgraceful Conduct                     | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Dishonesty                              | 5        | 0           | 0               | 1       | 0         | 4                          | 0                   | 0         | 1           | 0             | 3       |
| Handling Property (Damage/Loss)         | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 2           | 0             | 1       |
| Harassment                              | 3        | 1           | 0               | 0       | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Improper Disclosure                     | 4        | 1           | 0               | 0       | 0         | 3                          | 0                   | 0         | 1           | 1             | 1       |
| Miscellaneous                           | 4        | 0           | 1               | 0       | 0         | 3                          | 0                   | 0         | 0           | 0             | 3       |
| Misuse of Authority                     | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 0           | 0             | 2       |
| Neglect of Duty: Failure to Investigate | 10       | 0           | 0               | 0       | 0         | 10                         | 0                   | 0         | 3           | 0             | 7       |
| Neglect of Duty: Failure to Notify      | 3        | 0           | 0               | 0       | 0         | 3                          | 0                   | 0         | 0           | 1             | 2       |
| Neglect of Duty: Failure to Prosecute   | 9        | 0           | 0               | 0       | 0         | 9                          | 0                   | 0         | 2           | 2             | 5       |
| Neglect of Duty: Failure to Respond     | 5        | 1           | 0               | 0       | 0         | 4                          | 0                   | 0         | 2           | 0             | 2       |
| Neglect of Duty: Other                  | 27       | 3           | 0               | 6       | 0         | 18                         | 0                   | 0         | 3           | 3             | 12      |
| Perjury                                 | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Practice and Procedure                  | 28       | 9           | 0               | 4       | 0         | 15                         | 0                   | 1         | 4           | 4             | 6       |
| Prosecution Procedures                  | 7        | 0           | 0               | 3       | 0         | 4                          | 0                   | 0         | 0           | 0             | 4       |
| Search                                  | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| Search: Damage/Loss                     | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Person                          | 2        | 2           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Search: Vehicle                         | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Threats                                 | 2        | 1           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Treatment of Children                   | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Unjust Prosecution                      | 4        | 1           | 0               | 0       | 0         | 3                          | 0                   | 0         | 1           | 0             | 2       |
| Unknown                                 | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Act                            | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Unlawful Arrest                         | 3        | 0           | 0               | 2       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| Use of Force – Baton                    | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Dogbite                  | 0        | 0           | 0               | 0       | 0         | 0                          | 0                   | 0         | 0           | 0             | 0       |
| Use of Force – Physical                 | 16       | 3           | 0               | 5       | 0         | 8                          | 0                   | 0         | 0           | 1             | 7       |
| Use of Force – Other                    | 11       | 2           | 0               | 4       | 0         | 5                          | 0                   | 0         | 0           | 0             | 5       |
| Use of Vehicle                          | 2        | 0           | 0               | 0       | 0         | 2                          | 0                   | 0         | 1           | 0             | 1       |
| SECTION 13 – Death                      | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Serious Bodily Harm        | 4        | 0           | 0               | 0       | 0         | 4                          | 0                   | 0         | 0           | 2             | 2       |
| SECTION 13 – Suicide                    | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 0             | 1       |
| SECTION 13 – Suicide: Attempted         | 11       | 0           | 0               | 0       | 0         | 11                         | 0                   | 0         | 0           | 2             | 9       |
| SECTION 13 – Practice & Procedure       | 18       | 0           | 0               | 0       | 0         | 18                         | 0                   | 0         | 0           | 4             | 14      |
| FILES OPENED FOR DISTRICT: 120          | 214      | 25          | 1               | 28      | 1         | 159                        | 0                   | 1         | 25          | 23            | 110     |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**WELLINGTON**

| COMPLAINT CATEGORY                      | RECEIVED   | NOT PURSUED | NO JURISDICTION | REFUSED   | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT    |
|---|------------|-------------|-----------------|-----------|-----------|----------------------------|---------------------|-----------|-------------|---------------|------------|
| Attitude/Language                       | 43         | 5           | 0               | 7         | 1         | 30                         | 0                   | 2         | 4           | 12            | 12         |
| Disgraceful Conduct                     | 5          | 1           | 0               | 0         | 0         | 4                          | 0                   | 0         | 0           | 1             | 3          |
| Dishonesty                              | 2          | 2           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| Handling Property (Damage/Loss)         | 7          | 1           | 0               | 0         | 0         | 6                          | 0                   | 0         | 1           | 4             | 1          |
| Harassment                              | 11         | 2           | 0               | 1         | 0         | 8                          | 0                   | 0         | 0           | 2             | 6          |
| Improper Disclosure                     | 6          | 0           | 1               | 0         | 0         | 5                          | 0                   | 0         | 2           | 1             | 2          |
| Miscellaneous                           | 3          | 1           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 0             | 2          |
| Misuse of Authority                     | 6          | 2           | 0               | 1         | 0         | 3                          | 0                   | 0         | 0           | 0             | 3          |
| Neglect of Duty: Failure to Investigate | 14         | 2           | 0               | 1         | 0         | 11                         | 0                   | 0         | 4           | 2             | 5          |
| Neglect of Duty: Failure to Notify      | 4          | 0           | 0               | 0         | 0         | 4                          | 0                   | 0         | 1           | 1             | 2          |
| Neglect of Duty: Failure to Prosecute   | 14         | 2           | 0               | 1         | 0         | 11                         | 0                   | 0         | 3           | 1             | 7          |
| Neglect of Duty: Failure to Respond     | 6          | 2           | 0               | 0         | 0         | 4                          | 0                   | 0         | 1           | 1             | 2          |
| Neglect of Duty: Other                  | 43         | 5           | 0               | 3         | 0         | 35                         | 0                   | 0         | 4           | 9             | 22         |
| Perjury                                 | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| Practice and Procedure                  | 30         | 2           | 0               | 6         | 0         | 22                         | 0                   | 1         | 6           | 3             | 12         |
| Prosecution Procedures                  | 4          | 0           | 0               | 3         | 0         | 1                          | 0                   | 0         | 0           | 0             | 1          |
| Search                                  | 3          | 1           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 0             | 2          |
| Search: Damage/Loss                     | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| Search: Person                          | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| Search: Vehicle                         | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| Threats                                 | 1          | 0           | 0               | 0         | 0         | 1                          | 0                   | 0         | 1           | 0             | 0          |
| Treatment of Children                   | 2          | 0           | 0               | 0         | 0         | 2                          | 0                   | 0         | 0           | 1             | 1          |
| Unjust Prosecution                      | 7          | 1           | 0               | 4         | 0         | 2                          | 0                   | 0         | 0           | 1             | 1          |
| Unknown                                 | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| Unlawful Act                            | 3          | 1           | 0               | 1         | 0         | 1                          | 0                   | 0         | 1           | 0             | 0          |
| Unlawful Arrest                         | 10         | 0           | 0               | 3         | 0         | 7                          | 0                   | 0         | 0           | 0             | 7          |
| Use of Force – Baton                    | 1          | 0           | 0               | 0         | 0         | 1                          | 0                   | 0         | 0           | 0             | 1          |
| Use of Force – Dogbite                  | 2          | 1           | 0               | 0         | 0         | 1                          | 0                   | 0         | 0           | 0             | 1          |
| Use of Force – Physical                 | 25         | 3           | 0               | 6         | 0         | 16                         | 0                   | 0         | 1           | 1             | 14         |
| Use of Force – Other                    | 12         | 1           | 0               | 2         | 0         | 9                          | 0                   | 0         | 0           | 1             | 8          |
| Use of Vehicle                          | 6          | 2           | 0               | 0         | 0         | 4                          | 0                   | 0         | 0           | 2             | 2          |
| SECTION 13 – Death                      | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| SECTION 13 – Serious Bodily Harm        | 8          | 0           | 0               | 0         | 0         | 8                          | 0                   | 0         | 0           | 2             | 6          |
| SECTION 13 – Suicide                    | 0          | 0           | 0               | 0         | 0         | 0                          | 0                   | 0         | 0           | 0             | 0          |
| SECTION 13 – Suicide: Attempted         | 12         | 0           | 0               | 0         | 0         | 12                         | 0                   | 3         | 0           | 3             | 6          |
| SECTION 13 – Practice & Procedure       | 21         | 0           | 0               | 0         | 0         | 21                         | 0                   | 3         | 0           | 5             | 13         |
| <b>FILES OPENED FOR DISTRICT: 178</b>   | <b>311</b> | <b>37</b>   | <b>1</b>        | <b>39</b> | <b>1</b>  | <b>233</b>                 | <b>0</b>            | <b>9</b>  | <b>29</b>   | <b>53</b>     | <b>142</b> |

# COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005

## DISTRICT COMPLAINT RESOLUTION

| POLICE DISTRICT                | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|--------------------------------|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| AUCKLAND CITY                  | 108      | 1           | 0               | 0       | 1         | 106                        | 0                   | 6         | 20          | 22            | 58      |
| BAY OF PLENTY                  | 84       | 1           | 0               | 0       | 0         | 83                         | 2                   | 1         | 16          | 19            | 45      |
| CANTERBURY                     | 88       | 0           | 0               | 0       | 1         | 87                         | 0                   | 1         | 36          | 15            | 35      |
| CENTRAL                        | 73       | 0           | 0               | 1       | 2         | 70                         | 2                   | 4         | 40          | 9             | 15      |
| COUNTIES/MANUKAU               | 85       | 0           | 0               | 0       | 2         | 83                         | 0                   | 4         | 13          | 16            | 50      |
| EASTERN                        | 50       | 0           | 0               | 1       | 1         | 48                         | 0                   | 2         | 15          | 11            | 20      |
| NTH_SHORE/WAITAKERE_RODNEY     | 77       | 0           | 0               | 0       | 0         | 77                         | 1                   | 3         | 3           | 25            | 45      |
| NORTHERN                       | 51       | 0           | 0               | 0       | 0         | 51                         | 0                   | 2         | 18          | 12            | 19      |
| OFFICE OF THE COMMISSIONER     | 32       | 0           | 0               | 0       | 0         | 32                         | 1                   | 3         | 2           | 13            | 13      |
| SOUTHERN                       | 50       | 0           | 0               | 0       | 2         | 48                         | 1                   | 4         | 10          | 14            | 19      |
| TASMAN                         | 41       | 0           | 0               | 0       | 2         | 39                         | 0                   | 0         | 10          | 11            | 18      |
| WAIKATO                        | 54       | 0           | 0               | 0       | 1         | 53                         | 0                   | 0         | 25          | 8             | 20      |
| WELLINGTON                     | 95       | 0           | 0               | 0       | 0         | 95                         | 0                   | 2         | 27          | 29            | 37      |
| Files opened for Category: 542 | 888      | 2           | 0               | 2       | 12        | 872                        | 7                   | 32        | 235         | 204           | 394     |

**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**MEMORANDUM OF UNDERSTANDING**

| POLICE DISTRICT                       | RECEIVED   | NOT PURSUED | NO JURISDICTION | REFUSED  | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT    |
|---------------------------------------|------------|-------------|-----------------|----------|-----------|----------------------------|---------------------|-----------|-------------|---------------|------------|
| AUCKLAND CITY                         | 15         | 0           | 0               | 0        | 0         | 15                         | 0                   | 0         | 0           | 0             | 15         |
| BAY OF PLENTY                         | 22         | 0           | 0               | 0        | 0         | 22                         | 0                   | 5         | 0           | 6             | 11         |
| CANTERBURY                            | 10         | 0           | 0               | 0        | 0         | 10                         | 0                   | 1         | 0           | 0             | 9          |
| CENTRAL                               | 20         | 0           | 0               | 0        | 0         | 20                         | 0                   | 7         | 0           | 0             | 13         |
| COUNTIES/MANUKAU                      | 28         | 0           | 0               | 0        | 0         | 28                         | 0                   | 0         | 0           | 0             | 28         |
| EASTERN                               | 3          | 0           | 0               | 0        | 0         | 3                          | 0                   | 0         | 0           | 1             | 2          |
| NTH_SHORE/WAITAKERE_RODNEY            | 20         | 0           | 0               | 0        | 0         | 20                         | 1                   | 1         | 0           | 1             | 17         |
| NORTHERN                              | 8          | 0           | 0               | 0        | 0         | 8                          | 0                   | 0         | 0           | 0             | 8          |
| OFFICE OF THE COMMISSIONER            | 22         | 0           | 0               | 0        | 0         | 22                         | 1                   | 3         | 0           | 0             | 18         |
| SOUTHERN                              | 9          | 0           | 0               | 0        | 0         | 9                          | 0                   | 2         | 0           | 0             | 7          |
| TASMAN                                | 14         | 0           | 0               | 0        | 0         | 14                         | 0                   | 1         | 0           | 5             | 8          |
| WAIKATO                               | 7          | 0           | 0               | 0        | 0         | 7                          | 0                   | 1         | 0           | 0             | 6          |
| WELLINGTON                            | 13         | 0           | 0               | 0        | 0         | 13                         | 0                   | 0         | 0           | 0             | 13         |
| <b>Files opened for Category: 154</b> | <b>191</b> | <b>0</b>    | <b>0</b>        | <b>0</b> | <b>0</b>  | <b>191</b>                 | <b>2</b>            | <b>21</b> | <b>0</b>    | <b>13</b>     | <b>155</b> |



**COMPLAINT SUMMARY — 1 JULY 2004 – 30 JUNE 2005**  
**SECTION 13 INVESTIGATIONS**

| POLICE DISTRICT                | RECEIVED | NOT PURSUED | NO JURISDICTION | REFUSED | WITHDRAWN | ACCEPTED FOR INVESTIGATION | PARTIALLY SUSTAINED | SUSTAINED | CONCILIATED | NOT SUSTAINED | CURRENT |
|--------------------------------|----------|-------------|-----------------|---------|-----------|----------------------------|---------------------|-----------|-------------|---------------|---------|
| AUCKLAND CITY                  | 14       | 0           | 0               | 0       | 0         | 14                         | 0                   | 0         | 0           | 0             | 14      |
| BAY OF PLENTY                  | 27       | 0           | 0               | 0       | 0         | 27                         | 0                   | 0         | 0           | 4             | 23      |
| CANTERBURY                     | 33       | 0           | 0               | 0       | 0         | 33                         | 0                   | 2         | 0           | 14            | 17      |
| CENTRAL                        | 39       | 0           | 0               | 0       | 0         | 39                         | 0                   | 4         | 0           | 8             | 27      |
| COUNTIES/MANUKAU               | 39       | 0           | 0               | 0       | 0         | 39                         | 0                   | 0         | 0           | 5             | 34      |
| EASTERN                        | 12       | 0           | 0               | 0       | 0         | 12                         | 0                   | 0         | 0           | 4             | 8       |
| NTH_SHORE/WAITAKERE_RODNEY     | 20       | 0           | 0               | 0       | 0         | 20                         | 0                   | 0         | 0           | 8             | 12      |
| NORTHERN                       | 15       | 0           | 0               | 0       | 0         | 15                         | 0                   | 0         | 0           | 0             | 15      |
| OFFICE OF THE COMMISSIONER     | 1        | 0           | 0               | 0       | 0         | 1                          | 0                   | 0         | 0           | 1             | 0       |
| SOUTHERN                       | 34       | 0           | 0               | 0       | 0         | 34                         | 0                   | 2         | 0           | 6             | 26      |
| TASMAN                         | 27       | 0           | 0               | 0       | 0         | 27                         | 0                   | 0         | 0           | 10            | 17      |
| WAIKATO                        | 35       | 0           | 0               | 0       | 0         | 35                         | 0                   | 0         | 0           | 8             | 27      |
| WELLINGTON                     | 41       | 0           | 0               | 0       | 0         | 41                         | 0                   | 6         | 0           | 10            | 25      |
| Files opened for Category: 175 | 337      | 0           | 0               | 0       | 0         | 337                        | 0                   | 14        | 0           | 78            | 245     |