

18 April 2017

Mr Chance Lake

[Fyi-request-5539-9af073bb@requests.fyi.org.nz](mailto:Fyi-request-5539-9af073bb@requests.fyi.org.nz)

Dear Mr Lake

I refer to your request emailed to Police on 14 March 2017, in which you requested the following:

1. *Is there a system in NZ that makes publically available individual police officer conduct history and complaints accrued over their working lifetime?*
2. *The exact process that takes place after a complaint is made against a police officer. Is there a protocol for how the complaint is processed, and if relevant, any indication as to what happens to the said officer (retraining, work suspension, dismissal) depending on the seriousness of the complaint against them?*

I have considered your request under the Official Information Act 1982. In terms of your first question, the answer is 'no; there is not a system in NZ that makes publically available individual police officers conduct history and complaints accrued over their working lifetime.' This is because there are privacy issues in respect of those conduct histories.

In terms of your second question, I have attached a copy of the process maps, which show the different process for complaints made against police employees. Complaints are received and then categorised by a number between 1 -5 by the Independent Police Conduct Authority, which indicates their seriousness. 1 is the most serious category and 5 the least.

Depending on the allegation against an officer a number of actions can result, they include; criminal charges, training, no action, dismissal, performance management, professional conversation, expectation setting, reported, final warning, first warning, second warning, other or the person could resign or retire during the process.

If you are not satisfied with my response to your request you have the right to seek review by the Ombudsman.

Yours sincerely

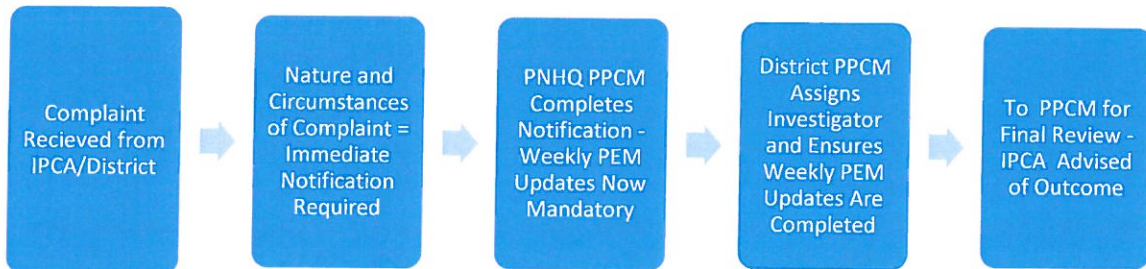


Superintendent Anna Jackson  
National Manager Police Professional Conduct

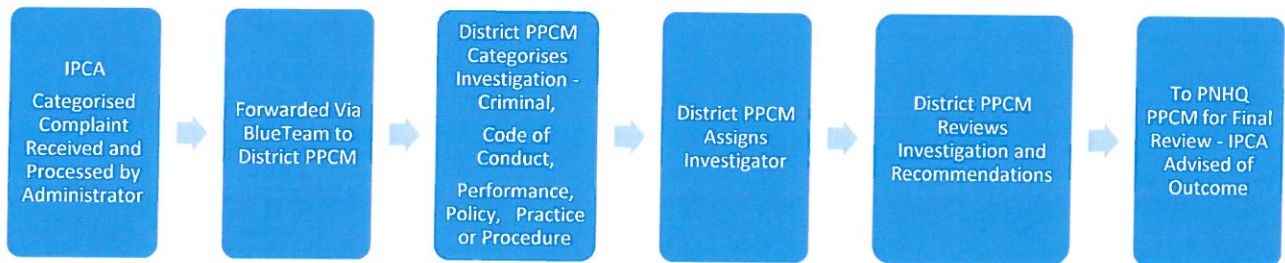
## Complaint Process Maps

### Complaint – Immediate Notification Required

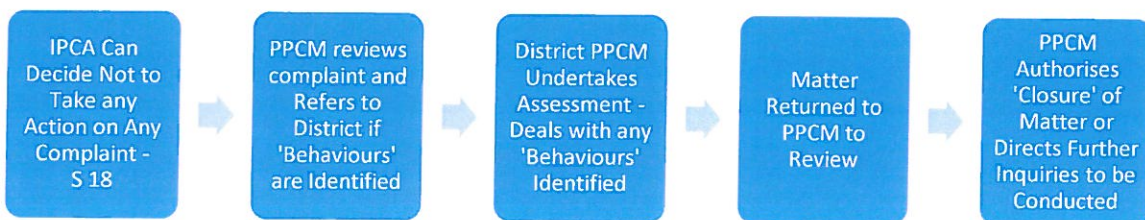
It is important that the Commissioner is notified immediately where any Police employee is the subject of a serious complaint. A serious complaint is a complaint, or issue of such significant public interest, it puts or is likely to place, the Police's reputation at risk



### Complaints Categorised as 1, 2, 3 or 4



### Complaints Categorised as 5



Note key to abbreviations:

- PPCM refers to Police Professional Conduct Manager
- IPCA refers to Independent Police Conduct Authority
- PEM refers to a weekly Police Executive Report
- PNHQ refers to Police National Headquarters