

Police Complaints Authority
ANNUAL REPORT
2006 – 2007



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 provisions of the Crown Entities Act 2004 and section 35(1) of the Police Complaints Authority Act 1988.

The Report covers the period 1 July 2006 to 30 June 2007.



Hon Justice Lowell Goddard

POLICE COMPLAINTS AUTHORITY

November 2007

PCA
Level 10
342 Lambton Quay
PO Box 5025,
Wellington 6145
Aotearoa New Zealand

0800 503 728
P +64 4 499 2050
F +64 4 499 2053
www.pca.govt.nz

Contents

02:	KEY POINTS
03:	INTRODUCTION
06:	THE POLICE COMPLAINTS AUTHORITY
06:	The Authority
06:	Deputy Authority
07:	FUNCTIONS
07:	Investigators
07:	<i>Caseloads and Staffing</i>
08:	<i>Major Investigations</i>
10:	<i>Examples of Investigations</i>
11:	Review Function
12:	ANALYSIS OF COMPLAINTS
14:	Complaint Categories
15:	Complaints Received From Police Districts
16:	COMMISSION OF INQUIRY INTO POLICE CONDUCT
18:	PERSONNEL POLICY
18:	Equal Employment Opportunities

19

FINANCIAL STATEMENTS

20:	STATEMENT OF RESPONSIBILITY
21:	REPORT OF THE AUDITOR-GENERAL
25:	STATEMENT OF SERVICE PERFORMANCE AND OBJECTIVES FOR FINANCIAL YEAR 2006/2007
27:	STATEMENT OF FINANCIAL PERFORMANCE
28:	STATEMENT OF FINANCIAL POSITION
29:	STATEMENT OF MOVEMENTS IN EQUITY
30:	STATEMENT OF CASH FLOWS
31:	NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

37

COMPLAINT SUMMARIES

Key Points

- Appointment of the new Police Complaints Authority in February 2007, and the Deputy Authority in April 2007.
- Complaint numbers remain high with 3,093 complaints accepted for investigation in year ending 30 June 2007.
- Commission of Inquiry into Police Conduct presented by Dame Margaret Bazley in March 2007.
- Commencement of an internal review of the Police Complaints Authority's organisational structure and operating strategy.
- Introduction of the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.



Introduction

The purpose and function of the Police Complaints Authority (PCA) is to ensure that the people of New Zealand can enjoy a high level of confidence in the service and integrity of the Police. As New Zealand's only organisation outside of the Police with responsibility for investigating and establishing whether the conduct, policies, practices and procedures of the Police are appropriate it is critical that the Authority's work be and be seen to be independent of the functions of the Police. Reliance on the Police to conduct investigations into complaints about police conduct has had the potential to involve conflicts of interest, and thus diminish the perceived independence of the Authority, whose decisions must be made only on the basis of impartially acquired evidence.

I was appointed to the position of the Police Complaints Authority on 13 February 2007, in succession to Judge Ian Borrin. On 1 April 2007 Judge Michael Lance was appointed as Deputy Authority. Judge Lance brings significant support and expertise to the Authority.

It has been a demanding year for the Authority, with significant public scrutiny of the New Zealand Police and of the work of the PCA.

In March of this year Dame Margaret Bazley issued the report of the Commission of Inquiry into Police Conduct (COIPC). Within the report were seven specific recommendations regarding the Police Complaints Authority. Each of those recommendations is being or will be actioned by the Authority.

In furtherance of my commitment to improving the performance of the Authority I have instigated a wider review of the Authority, to be completed in early 2008. I am confident that that review will improve public confidence in the work of the Authority and thereby assist in promoting public confidence in the Police.

The COIPC report confirms my view of the merits of having a robust investigative capability within the Authority, independent of the Police. The public confidence I seek to ensure will be greatly enhanced by the Authority being seen to undertake its own investigative work into matters of serious public concern. The Authority's ability to report and make recommendations in a timely manner will also be enhanced.

For a number of years, the Authority has been subject to increasing workloads with little additional resources being made available. The result has been slippage in the time taken to complete work and a commensurate growth in the backlog of old complaints. The review I am undertaking will assist in overcoming this situation. That, together with the support of the Minister in meeting the PCA's need for additional resourcing, gives me confidence that progress will be achieved over the next twelve months. Significantly, the time of processing complaints has already been reduced with a corresponding reduction in the backlog.

An amending Act, which will facilitate the processing of the workload, has received its third reading in the House and awaits the Royal Assent.

I am committed to overcoming the two major issues confronting the Authority: the public perception that the PCA is not truly independent of the Police because it has in the past had to rely on the Police undertaking investigations on its behalf; and an apparent lack of timeliness on the part of the Authority in reviewing those Police investigations and in issuing its reports and recommendations. The commitment by the Government to assist the Authority in overcoming those issues is essential and most welcome.

In 2007 the PCA assumed a further and important responsibility as a national preventive mechanism under the Crimes of Torture Amendment Act 2006. I am mindful of the need to build in capacity to discharge this important and additional function.

The Statement of Intent for 2007/08 highlights the challenges ahead for the PCA and the steps we will take to meet those challenges.

I wish to commend the staff of the Police Complaints Authority for their meticulous and conscientious approach to a very demanding workload. While there continue to be many challenges ahead, it is the continued commitment of the staff at all levels which gives me the confidence that we will be able to meet those challenges.

Finally, I would like to acknowledge the work of Judge Ian Borrin, who retired as Authority in February 2007. He made a significant contribution to the work of the Police Complaints Authority during this and during his previous years as the Authority.

A handwritten signature in black ink, appearing to read 'J. P. Goddard', written in a cursive style.

Hon Justice Lowell Goddard

POLICE COMPLAINTS AUTHORITY

The Police Complaints Authority

The Police Complaints Authority was established in 1989 following the enactment of the Police Complaints Authority Act 1988. This Act, together with the State Sector Act 1988, provided the initial legislative basis for the establishment, governance and operation of the PCA.

The PCA is an independent Crown Entity, listed in Schedule 1 of the Crown Entities Act 2004. As a Crown entity, the PCA is independently governed and operated, and funded through Vote: Justice.

THE AUTHORITY

The Authority is appointed by the Governor General on the recommendation of the Minister of Justice.

In February 2007 the Hon Justice Lowell Goddard was appointed to the position of the Police Complaints Authority, replacing Judge Ian Borrin who completed his term of appointment.

This Report relates to the activities and work of the Authority during the terms of appointment of both Judge Borrin (from 1 July 2006 to 12 February 2007) and Justice Goddard (from 13 February 2007 to 30 June 2007).

DEPUTY AUTHORITY

In April 2007, Judge Michael Lance was appointed to the position of the Deputy Authority. The absence of a Deputy Authority for a 15 month period had a significant impact on the work of the Office and the reappointment of a Deputy Authority has been an important addition to the capability of the Office in managing complaints and has enhanced the quality of decision making.



Functions

INVESTIGATORS

One of the recommendations Sir Rodney Gallen made in his 2000 report on the Police Complaints Authority was that the Authority should have its own investigators.

The Authority's investigation group began operations in November 2003. The group initially comprised a manager and three investigators. One additional investigator joined the group in October 2006.

All of the Authority's investigators are former senior police officers with many years of experience in criminal investigations. Three were members of the New Zealand Police and two served with overseas police services.

Before the investigators were engaged, all investigations were carried out entirely by the police, who, when the investigation was complete, submitted a report and their investigation file to the Authority for review.

The Authority's investigators now investigate serious complaints against the police and incidents in which death or serious bodily harm appear to have resulted from the actions of the police. In addition, the investigators carry out limited investigation work on less serious matters when the Authority considers close monitoring of a police investigation to be desirable.

Caseloads and Staffing

Although the initial aim was for the Authority's investigators to focus on the most serious complaints and incidents, a consequence

of the heavy workload carried by other Authority staff, and the desire of the previous Authority to monitor police investigations of less serious matters, resulted in a caseload of 261 investigation files by the end of the 2006/07 year. This had been reduced from a peak of 294 files at the end of December 2006.

It is the current Authority's intention to lift the intensity of its investigations into the most serious matters. This cannot however be achieved while the investigators' caseload is overly high; therefore the Authority intends to reduce that caseload to around 150 in the 2007/08 year.

A factor that the Authority has to consider when assigning matters for investigation is the resources required to carry out a significant investigation in a thorough and timely manner. The scarce investigative resources available to the Authority require prudent management. In this context, it was necessary during this report year for the Authority to engage two additional investigators for three months to carry out a major investigation. Such arrangements are subject to the availability of funding.

Major Investigations

In most jurisdictions with police oversight bodies similar to New Zealand's Police Complaints Authority, the oversight body does not respond to and carry out the primary criminal investigation following a serious incident – such as a shooting by police, a fatal vehicle pursuit, or death in police custody. Usually the police are first to respond – in significant force and with the support of forensic and other specialists.

Following the initial police response practice varies considerably from jurisdiction to jurisdiction. At one end of the scale the oversight body awaits the police investigation and report before beginning some form of review process, similar to the New Zealand practice before the employment of investigators. At the other end, when the relevant legislation so allows, the oversight body exercises control over the investigation process. This may include taking over the entire investigation and making a recommendation to the appropriate prosecuting authority.

In New Zealand, the Authority has the ability to oversee a police investigation and to give directions to the police in respect of it. It cannot remove the investigation from the control of the police. It can however carry out its own separate investigation of the complaint or incident.

Several factors influence how the Authority's investigators approach an investigation.

- the police have their own responsibility for investigating, and invariably do investigate complaints and incidents involving police officers. They are specifically entitled to do so under the Act
- only the police in New Zealand have the resources to deal with major incident investigations in their early stages. Because of this the police are invariably the prime collectors of evidence in such cases
- the evidence collected by the police in the course of an investigation can be used in criminal or disciplinary proceedings and these can only be initiated by the police
- evidence gathered by the Authority cannot be used in disciplinary or criminal proceedings, cannot be passed on to the police for that purpose, and the Authority's investigators cannot be called to give evidence in such proceedings.

Therefore, when the Authority's investigators are deployed, they are conscious of the need for the police to gather evidential material and they use the work done by the police as the foundation upon which to develop their own further investigation.

Since police and Authority investigators are routinely deployed on the same matters, a Protocol for Cooperation between them was entered into by the Authority and the Commissioner of Police in April 2005.

On rare occasions, when the Authority considers that an independent investigation is desirable in the public interest and the police have not initiated an investigation, the Authority's investigators carry out the sole investigation of a complaint.

Examples of Investigations

One example of an investigation carried out solely by the Authority's investigators, begun in 2004 and finalised in the report year, was in respect of two complaints on behalf of Ahmed Zaoui. These complaints concerned the treatment of Mr Zaoui by the police following his arrest in December 2002. When the complaints were received the Authority considered, and the Commissioner of Police agreed, that it was appropriate for the investigation into them to be handled entirely independently of the Police.

A second example occurred towards the end of the report year, when the police had reached the final stages of Operation Austin, the major police operation set up in 2004 to investigate complaints of sexual misconduct by police officers some twenty years earlier. The Authority's investigators had monitored the Operation Austin investigation from its beginning and in April 2007 the Authority began to review the investigation. It also carried out its own independent investigation into a number of specific complaints about the Operation.

Further examples of serious incidents in respect of which the Authority's investigators were deployed in the report year are:

- police pursuits involving fatalities at Waipukurau, Auckland's North Western motorway, and New Plymouth;
- serious police dog bites to an 85 year old woman and to a child;
- the deaths of two young women struck by a car in Edgeware Road, Christchurch, whilst the police were responding to street disorder;
- deaths – in the police cells at Hastings, and following a struggle with police officers at the Hamilton Courthouse;
- the shooting by police of Graeme William Burton at Lower Hutt;
- a suicide during an Armed Offenders Squad operation at Kaitaia;
- the alleged use of excessive use of force by police officers to a prisoner in the cells at Whakatane.

REVIEW FUNCTION

The role of the Review Officers is to review and report on investigations conducted for the Authority by the police, and also the investigations undertaken by the Authority's own Investigators.

The Review Officers provide legal expertise in determining the adequacy of the investigation process before a final report is produced and the complaint process completed. They have responsibility for case management of the complaints and for assessing the adequacy and substance of investigations according to the Authority's practices and procedures.

The Review Officers maintain contact with complainants and the police as the complaint progresses to final closure.

The Review Officer provides a pivotal role in quality assurance of investigations undertaken by the Authority or on the Authority's behalf, by the police.

Analysis of Complaints

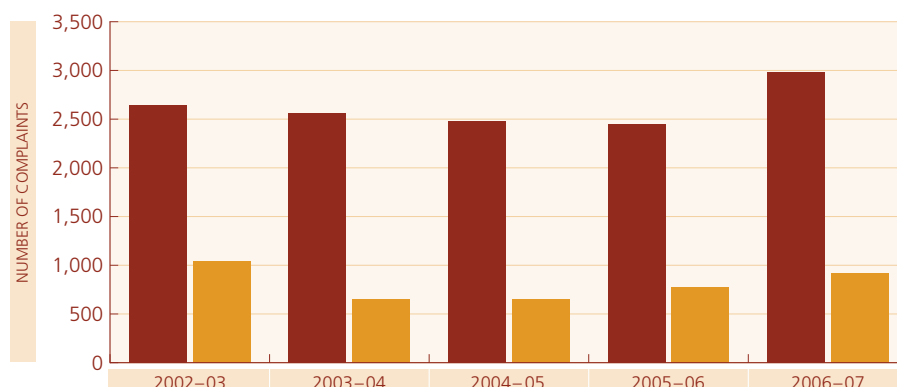
A complaint is received when an individual officially lodges a complaint, either directly to the PCA or through the police who then refer the matter to the PCA. All PCA complaints are initiated after some form of interaction between the police and a member of the public. If a member of the public feels that the interaction was unsatisfactory, they may decide to make an official complaint. Complaints can only be made by the person involved in the interaction, or by a parent or guardian in the case of a minor.

Police may also notify the PCA of a complaint for investigation. Commonly these will be statutory notifications required under section 13 of the Police Complaints Authority Act 1988. Section 13 relates to incidents involving death or serious bodily harm in the execution of police duty, examples include police shootings and fatal vehicle pursuits

During the year under review 3,525 complaints were received, of which 3,093 were accepted for investigation. Those matters which did not proceed to a full investigation were either withdrawn by the complainant or the Authority had no jurisdiction to investigate them or the Authority exercised a statutory discretion not to investigate.

The increase of 612 complaints accepted for investigations over the year under report is disappointing and placed increased pressure on the Authority. It is pleasing to note that despite this increase in workload (due to the increase in complaint numbers), the number of complaints closed files increased by 24% or 195 complaints.

Complaints Accepted and Closed by Financial Year



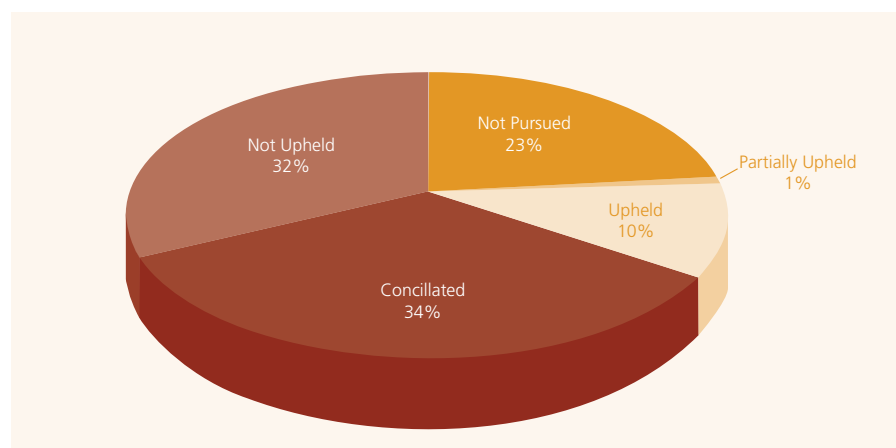
	2002-03	2003-04	2004-05	2005-06	2006-07
Complaints Accepted for Investigation	2,639	2,592	2,496	2,481	3,093
Complaints Closed	1,038	684	723	823	1,018

There are various methods by which complaints reach a conclusion and may be closed. Of the 1,018 complaints closed in the 2006-07 year over one-third were able to be conciliated by the parties.

METHOD OF CLOSURE	NUMBER OF COMPLAINTS
Not Pursued	239
Partially Upheld	10
Upheld	102
Conciliated	341
Not Upheld	326

Method of Closure

1 July 2006 – 30 June 2007



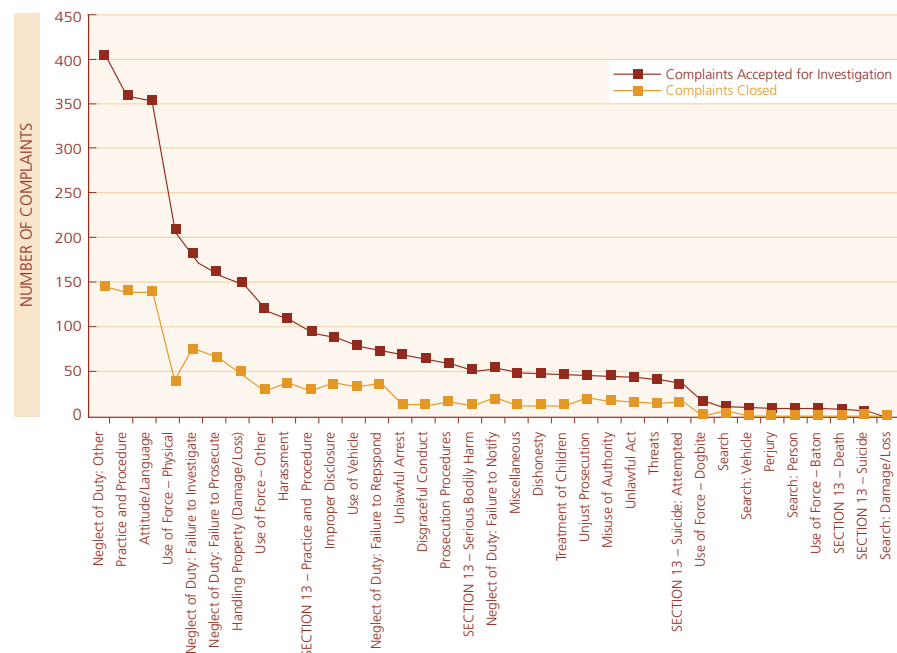
COMPLAINT CATEGORIES

The Authority classifies complaints by 35 reporting categories. A number of these categories are relatively broad in nature. In future we would hope to have the capability to analyse the information further with the introduction of a new database and business analysis capability within the Office. The Authority reports on each of these categories by police district. The total information relating to complaints received by the Office is provided in the appendix to this Report.

A summary of the complaints received for investigation this year, and the category of those complaints is shown in the following chart below.

Complaints Accepted and Closed by Category

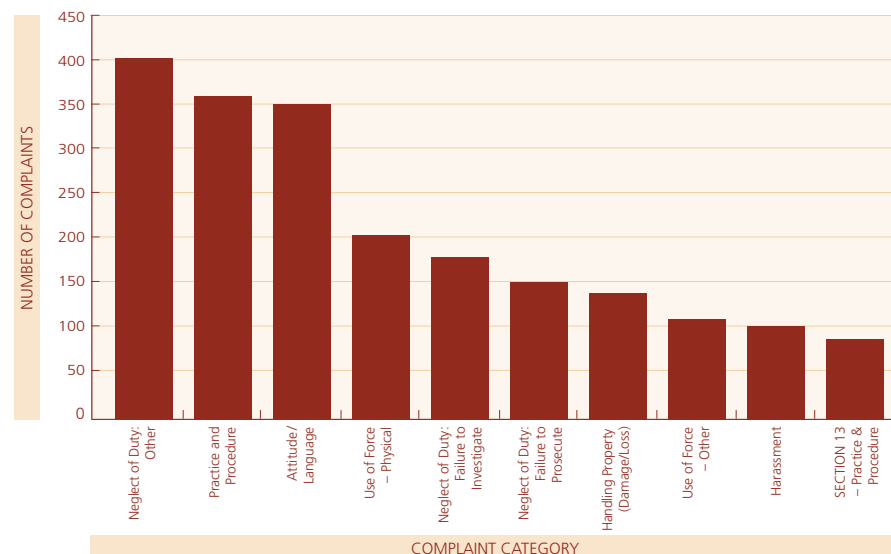
1 July 2006 – 30 June 2007



The chart on the following page shows the top 10 complaint categories accepted for investigation by the Authority for the period 1 July 2006 to 30 June 2007. Neglect of Duty, Practice and Procedure, and Attitude/Language were significant contributors to the number of complaints received by the Authority.

Top 10 Complaint Types Accepted for Investigation

1 July 2006 – 30 June 2007



Neglect of duty includes failure to investigate, failure to notify, failure to prosecute and failure to respond to a complaint. Neglect of duty: Other includes inadequate investigation, failure to provide necessities during arrest or inadequate service by police.

Complaints of practice and procedure include incidents when the complainant's rights have been breached or when the policies and procedures according to the Police General Instructions have not been followed.

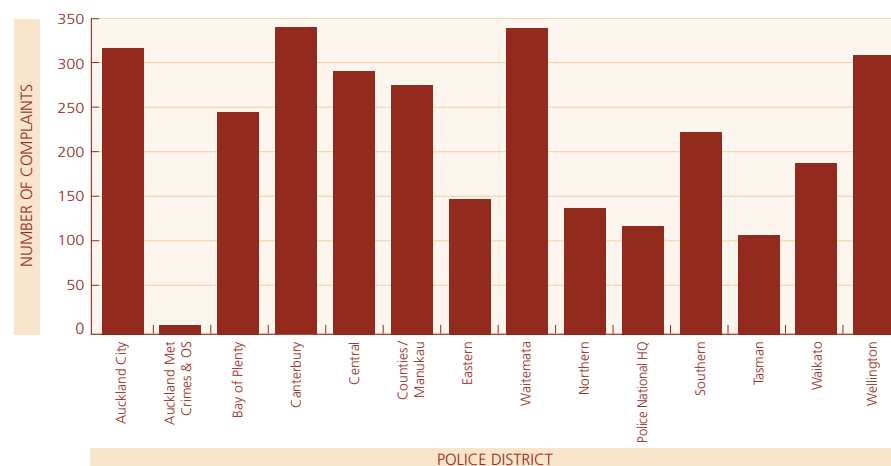
COMPLAINTS RECEIVED FROM POLICE DISTRICTS

The Police have 14 Districts, including Police National Headquarters.

During the year complaints were received and accepted for investigation from all 15 Districts, the highest being Waitemata with 342 closely followed by the Canterbury District with 340. The graph below provides a summary of the complaints received and accepted for investigation across all districts. Police National Headquarters includes the Commissioner's Office, the Police College and other National offices serving the police.

Complaints Accepted for Investigation by Police District

1 July 2006 – 30 June 2007



Commission of Inquiry into Police Conduct

The report of The Commission of Inquiry into Police Conduct (COIPC) presented by Dame Margaret Bazley in March 2007 included a number of recommendations relating to the Police Complaints Authority.

The seven procedural recommendations in the COIPC report focused on improving accessibility to the PCA, its visibility and the timeliness of its work. Specifically, the recommendations identified the need to:

- i. increase public awareness of the PCA and its functions by publicising its newly established website and distributing its information pamphlet more widely;
- ii. develop a communications strategy to increase awareness of the PCA and its work;
- iii. accept oral statements;
- iv. ensure more regular communication with complainants;
- v. randomly sample complainants to gauge satisfaction;
- vi. develop strategies to address the backlog of complaints; and
- vii. exercise its discretion in favour of accepting historical sexual complaints.¹

¹ This final recommendation has been treated as a legislative rather than a procedural recommendation and the PCA Amendment Bill, which is to receive the Royal Assent on 29 November 2007, includes jurisdiction for the Authority to accept any historical complaint.

The PCA is committed to addressing all of the recommendations of the COIPC and has drafted a timetable in which it intends to complete implementation of these recommendations. Some are already underway: for example, reduction of the backlog.

One recommendation of particular relevance to the Authority's investigators reads:

"The Police Complaints Authority should ensure it has more regular communication with those people whose complaints are under consideration."

The Authority's investigators have always been conscious of the need to keep complainants and victims, or next of kin of victims, aware of the investigation process. The Authority's decision to lift the level of independent investigation will, as a consequence, increase the interaction between investigators and complainants. Dame Margaret's recommendation will be thoroughly addressed through that process.

Personnel Policy

The Authority operates a personnel policy which complies with generally accepted principles, including those relating to working conditions, equal opportunities, personnel selection and training. The Authority is working to improve the existing personnel policies to better reflect accepted practice and to address areas requiring improvement as identified through the Commission of Inquiry.

The adequacy and suitability of existing personnel policies have been included as a part of the internal review being undertaken by the Authority.

EQUAL EMPLOYMENT OPPORTUNITIES

The Police Complaints Authority has developed an Equal Opportunities Policy in line with advice and guidance provided to Crown entities to meet “good employer” obligations.

- review personnel and operational policies to provide fair and transparent policies and processes;
- provide a professional and positive work environment;
- apply good EEO practices to recruitment and retention of staff.

The Police Complaints Authority continues to place a strong emphasis on fostering a diverse workplace and inclusive culture.

Financial Statements

Statement of Responsibility

In the financial year ended on 30th June 2007 the management of the Police Complaints Authority was responsible for:

- the preparation of the annual financial statements, the statement of service performance and for the judgements used therein;
- establishing and maintaining a system of internal controls designed to provide reasonable assurance as to the integrity and reliability of the Authority's financial reporting.

In the opinion of the management of the Police Complaints Authority, the financial statements and the statement of service performance for the financial year fairly reflect the financial position and operations of the Police Complaints Authority.



Hon Justice Lowell Goddard

POLICE COMPLAINTS AUTHORITY

31 OCTOBER 2007

Report of the Auditor-General

Audit Report



**To the readers of the Police Complaints Authority's
financial statements and performance information
for the year ended 30 June 2007**

The Auditor-General is the auditor of the Police Complaints Authority (The Authority). The Auditor-General has appointed me, Clare Helm, using the staff and resources of Audit New Zealand, to carry out the audit on his behalf. The audit covers the financial statements and statement of service performance included in the annual report of the Authority for the year ended 30 June 2007.

Unqualified Opinion

In our opinion:

- The financial statements of the Authority on pages 27 to 36:
 - comply with generally accepted accounting practice in New Zealand; and
 - fairly reflect:
 - » the Authority's financial position as at 30 June 2007; and
 - » the results of its operations and cash flows for the year ended on that date.
- The statement of service performance of the Authority on pages 25 to 26:
 - complies with generally accepted accounting practice in New Zealand; and
 - fairly reflects for each class of outputs:

- » its standards of delivery performance achieved, as compared with the forecast standards outlined in the statement of forecast service performance adopted at the start of the financial year; and
- » its actual revenue earned and output expenses incurred, as compared with the forecast revenues and output expenses outlined in the statement of forecast service performance adopted at the start of the financial year.

The audit was completed on 31 October 2007, and is the date at which our opinion is expressed.

The basis of our 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 the audit to obtain all the information and explanations we considered necessary in order to obtain reasonable assurance that the financial statements and statement of service performance 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 and the statement of service performance. If we had found material misstatements that were not corrected, we would have referred to them in our opinion.

The audit involved performing procedures to test the information presented in the financial statements and statement of service performance. 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 and statement of service performance disclosures are adequate.

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

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

Responsibilities of the Authority and the Auditor

The Authority is responsible for preparing financial statements and a statement of service performance in accordance with generally accepted accounting practice in New Zealand. The financial statements must fairly reflect the financial position of the Authority as at 30 June 2007 and the results of its operations and cash flows for the year ended on that date. The statement of service performance must fairly reflect, for each class of outputs, the Authority's standards of delivery performance achieved and revenue earned and expenses incurred, as compared with the forecast standards, revenue and expenses adopted at the start of the financial year. The Authority's responsibilities arise from the Crown Entities Act 2004.

We are responsible for expressing an independent opinion on the financial statements and statement of service performance and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001 and the Crown Entities Act 2004.

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.



Clare Helm

AUDIT NEW ZEALAND

ON BEHALF OF THE AUDITOR-GENERAL
WELLINGTON, NEW ZEALAND

Statement of Service Performance and Objectives

FOR FINANCIAL YEAR 2006/2007

OUTPUT

The principle function of the Authority is to investigate complaints alleging misconduct or neglect of duty by the Police or concerning any practice, policy or procedure of the Police affecting the complainant in a personal capacity; to investigate incidents involving death or serious bodily harm arising as a result of Police actions; and to investigate matters referred to the Authority by the Commissioner of Police, pursuant to a Memorandum of Understanding entered into with the Authority, of serious misconduct or neglect of duty and which are treated by the Authority as if they are complaints.

Quantity

	Estimated	Achievement
Projected number of matters received	3,500	3,525
Projected number of matters processed	3,000	3,093

Quality

	Achievement
Complaints process to documented internal standards	Achieved All complaints are processed to internal standards
Maintain appropriate quality investigation management programmes	Achieved The investigation management programme includes the initial investigation being undertaken by experienced investigation staff, the outcome is reviewed and quality control maintained by the Authority
Ensure all correspondence is signed by the Authority	Achieved All correspondence is signed by the Authority

Timeliness

	Achievement
Acknowledge receipt of complaints and notification of incidents within one working day of receipt	Achieved Correspondence is acknowledged within one working day of receipt
Ensure all complaints and incidents are assigned for investigation within three working days of the receipt or notification	Achieved Complaints are reviewed upon receipt by the Business Manager and assigned for investigation within three working days of the receipt of notification
Monitor all investigations to ensure timely completion and ensure that 90% of files relating to completed investigations are disposed of within 180 days of receipt of those files by the Authority	Achieved in 97% of cases

Independent Investigative Capability

	Achievement
The Authority has established a team capable of investigating major incidents such as those involving death or serious bodily harm arising as a result of Police actions	Achieved The team undertook 270 new investigations in the year ending 30 June 2007
The Authority will report, in the usual way four-monthly, on the progress and development of its independent investigative capability	Achieved Three, four monthly reports, were presented to the Minister of Justice in accordance with the Memorandum of Understanding

Cost of Output

The Police Complaints Authority was committed to provide one output class.

Specified financial performance	Budget \$000	Actual \$000
Operating Grant	2,285	2,537
Other Revenue	20	44
Total Revenue	2,305	2,581
Total Expenditure	2,308	1,982

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2007**

2007 Budget \$		Note	2007 Actual \$	2006 Actual \$
INCOME				
948,333	Government Grant		948,333	948,333
636,667	Government Grant (for investigative capability)		636,667	786,667
150,000	Government Grant (Operating Adjustment)		150,000	250,000
0	Government Grant (Office Fitout)		0	15,000
550,000	Government Grant		550,000	0
0	Government Grant (OPCAT)		49,000	0
0	Government Grant (Austin Investigation)		203,000	0
20,000	Interest Received		44,137	17,172
100	Sale of Reports / Sundry Income		0	84
2,305,100			2,581,137	2,017,256
LESS EXPENDITURE				
9,894	Audit Fee		12,825	10,000
35,000	Communication Charges		33,745	32,811
95,000	Depreciation	3	78,797	96,403
1,663,700	Personnel		1,302,672	1,480,905
22,000	Printing & Stationery		25,173	20,960
135,000	Professional Fees		96,925	146,314
202,000	Rent		206,778	193,641
101,000	Services & Supplies		101,489	89,944
4,500	Subscriptions		3,096	3,826
40,000	Travel & Accommodation		43,293	26,034
0	Austin Investigation		70,590	0
–	Loss on Fixed Assets Written Off		6,581	12,777
2,308,094	Total Expenditure		1,981,964	2,113,615
(2,994)	Surplus/ (Deficit) for the year	6	599,173	(96,359)

The notes to the Accounts on pages 31 to 36 form part of and are to be read in conjunction with the Statement of Financial Performance.

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2007

2007 Budget \$		Note	2007 Actual \$	2006 Actual \$
CURRENT ASSETS				
62,781	Cash at Bank		34,741	24,912
311,247	Call Accounts		865,468	268,613
12,223	GST		23,560	19,660
386,251			923,769	313,185
215,785	FIXED ASSETS	3	285,576	313,906
602,036	Total Assets		1,209,345	627,091
Less:				
CURRENT LIABILITIES				
106,500	Accounts Payable	4	153,094	170,013
106,500	Total Liabilities		153,094	170,013
495,536	Net Assets		1,056,251	457,078
CROWN EQUITY				
495,536	Total Investment by the Crown		1,056,251	457,078
495,536			1,056,251	457,078

The notes to the Accounts on pages 31 to 36 form part of and are to be read in conjunction with the Statement of Financial Position.

**STATEMENT OF MOVEMENTS IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2007**

2007 Budget \$		2007 Actual \$	2006 Actual \$
498,530	Total Crown Equity at the start of the year	457,078	553,437
(2,994)	Operating Surplus (deficit) for the year	599,173	(96,359)
(2,994)	Total recognised revenue and expenses for the year	599,173	(96,359)
495,536	Total Crown Equity at the end of the year	1,056,251	457,078

The notes to the Accounts on pages 31 to 36 form part of and are to be read in conjunction with the Statement of Movements in Equity.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2007

2007 Budget \$		Note	2007 Actual \$	2006 Actual \$
CASH FLOWS FROM OPERATING ACTIVITIES				
	<i>Cash was provided from:</i>			
2,285,100	Government Grants & Other Sources		2,537,000	2,000,084
20,000	Interest		44,137	17,172
2,305,100			2,581,137	2,017,256
	<i>Cash was applied to:</i>			
(2,214,765)	Payments to Suppliers and Employees		(1,917,405)	(1,947,529)
90,335	Net Cash Flows from Operating Activities	6	663,732	69,727
CASH FLOWS FROM INVESTMENT ACTIVITIES				
	<i>Cash Flows from Investment Activities</i>			
	<i>Cash was provided from:</i>			
0	Sale of Fixed Assets		0	0
	<i>Cash was applied to:</i>			
–	Purchase of Fixed Assets		(57,048)	(38,800)
0	Net Cash Flows from Investing Activities		(57,048)	(38,800)
90,335	Net Increase in Cash Held		606,684	30,927
283,693	Add Opening Cash Brought Forward		293,525	262,598
374,028	Ending Cash Carried Forward		900,209	293,525
CASH BALANCES IN THE BALANCE SHEET				
62,781	Cash at Bank		34,741	24,912
311,247	Call Accounts		865,468	268,613
374,028			900,209	293,525

The notes to the Accounts on pages 31 to 36 form part of and are to be read in conjunction with the Statement of Cash Flows.

Notes to and Forming Part of the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2007

1. STATEMENT OF ACCOUNTING POLICIES

Reporting Entity

The Financial Statements presented here for the reporting entity, the Police Complaints Authority, are prepared pursuant to the Crown Entities Act 2004. The primary function of the Authority is to assess complaints made by members of the public against the Police.

The Authority is an independent Crown entity under the Crown Entities Act 2004.

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) Property, Plant and Equipment

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 property, plant and equipment 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.

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. The fair value of short term investments is the lower of cost or market 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 2004.

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 and Statement of Intent.

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.

k) Revenue

The Authority derives revenue through the provision of outputs to the Crown. Such revenue is reported in the financial period to which it relates.

Changes in Accounting Policies

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

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 2007 the Operating Lease commitment is:

	2007 \$	2006 \$
Not later than one year	203,138	203,138
Later than one year and not later than two years	127,379	203,138
Later than two years and not later than five years	0	129,379
Later than five years	0	0
Total Commitment to Rental	\$330,517	\$535,655

Capital Commitments

There was a capital commitment of \$21,000 (2006: \$Nil) for database design at balance date.

3. FIXED ASSETS AND DEPRECIATION

	2007 \$	2006 \$
Office Equipment – at cost	272,890	224,435
Less accumulated depreciation	147,165	126,142
Book Value	125,725	98,293
Furniture & Fittings – at cost	294,613	298,826
Less accumulated depreciation	205,301	177,268
Book Value	89,312	121,558
Leasehold Improvements – at cost	160,779	160,779
Less accumulated depreciation	90,240	66,724
Book Value	70,539	94,055
Total Fixed Assets	\$ 285,576	\$ 313,906
Depreciation – Office Equipment	25,512	28,125
– Furniture & Fittings	29,771	40,520
– Leasehold Improvements	23,514	27,758
	\$ 78,797	\$ 96,403

4. ACCOUNTS PAYABLE

	2007 \$	2006 \$
Trade Creditors	89,550	119,289
Employee Entitlements	63,544	50,724
	\$153,094	\$170,013

5. CONTINGENT LIABILITIES

There are no contingent liabilities at year end (2006 \$Nil).

6. RECONCILIATION OF CASH FLOW WITH REPORTED OPERATING SURPLUS

	2007 \$	2006 \$
Reported Surplus (Deficit)	599,173	(96,359)
Add non cash items – Depreciation	78,797	96,403
– Loss on Fixed Assets written off	6,581	12,777
Add/(less) movements in other working capital items		
(Increase)/Decrease in GST	(3,900)	(7,302)
Increase/(Decrease) in operating accounts payable	(16,919)	64,208
Net Cash Flows from Operating Activities	\$663,732	(\$69,727)

7. DISCLOSURE OF CASH FLOWS

Cash comprises monies held in the Authority's bank accounts and short term deposits. Financing activities comprise the change in equity and debt capital structure of the Authority.

Investing activities relate to the sale and purchase of fixed assets. Operating activities include all transactions and other events that are not investing or financing activities. Interest received is included in operating activities.

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.

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.

The Authority enters into various transactions with government departments, Crown agencies and state-owned enterprises on an arms length basis. Where those parties are acting in the normal course of business, related disclosures have not been made for transactions of this nature.

10. POST BALANCE DATE EVENTS

There were no post balance date events.

11. REMUNERATION

For the year ended 30 June 2007 the remuneration paid to the Authority was \$179,618 (2006: \$271,850) and to the Deputy Authority \$20,732 (2006: \$200,538).

One employee received remuneration in the range of \$120,000 – \$130,000 (2006: \$100,000 – \$110,000 –1).

12. ADOPTION OF INTERNATIONAL ACCOUNTING STANDARDS

The Authority is adopting international accounting standards in line with the Government Financial Statements adoption timeline. The first full year reported under NZ IFRS will be the year ending 30 June 2008.

The full impact of adoption of NZ IFRS for the Authority is not currently known, however the impact is expected to be minimal.

13. MAJOR BUDGET VARIANCES

Income

The Authority received \$203,000 from the Ministry of Justice to enable it to undertake an independent review of Operation Austin.

Because expenditure overall was less than budgeted an accumulation of revenue was transferred to the Call Account.

Expenditure

Personnel expenditure was less than budgeted due to the resignation of the Deputy Authority in June 2006. A new Deputy Authority was not appointed until May 2007. In addition, the remuneration of the new Authority who started in February 2007, is being paid by the Ministry of Justice and they will not seek recovery for this financial year.

Professional fees were less than budgeted due to the completion of the Commission of Inquiry into Police Conduct.

The Austin Investigation was a new project this year and the expenditure was not included in the budget.

Complaint Summaries

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

ALL DISTRICTS

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	407	0	42	6	359	15	0	18	64	43	219
Disgraceful Conduct	71	0	1	2	68	3	0	2	1	6	56
Dishonesty	49	1	5	0	43	2	0	3	1	6	31
Handling Property (Damage/Loss)	166	0	11	4	151	4	0	7	21	16	103
Harassment	129	0	18	1	110	17	0	0	4	12	77
Improper Disclosure	97	0	2	1	94	11	0	2	8	14	59
Miscellaneous	57	0	7	1	49	6	0	3	0	5	35
Misuse of Authority	41	0	4	0	37	5	0	2	4	3	23
Neglect of Duty: Failure to Investigate	193	1	11	1	180	19	1	6	33	20	101
Neglect of Duty: Failure to Notify	53	0	0	0	53	2	2	2	10	5	32
Neglect of Duty: Failure to Prosecute	173	0	11	4	158	17	0	3	35	14	89
Neglect of Duty: Failure to Respond	90	1	9	5	75	4	0	3	14	9	45
Neglect of Duty: Other	459	1	41	9	408	39	2	13	53	39	262
Perjury	10	0	2	0	8	1	0	0	0	0	7
Practice and Procedure	421	1	51	5	364	34	3	19	46	37	225
Prosecution Procedures	79	1	18	1	59	8	0	2	6	1	42
Search	10	0	0	0	10	1	0	1	0	3	5
Search: Damage/Loss	2	0	0	0	2	0	0	0	1	0	1
Search: Person	8	0	0	0	8	1	0	0	0	1	6
Search: Vehicle	12	0	2	1	9	0	0	0	0	2	7
Threats	37	0	2	0	35	4	0	0	4	2	25
Treatment of Children	40	0	0	0	40	4	0	0	4	2	30
Unjust Prosecution	94	1	53	1	39	5	1	2	3	6	22
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	37	0	0	0	37	1	0	3	2	6	25
Unlawful Arrest	88	0	13	1	74	5	0	0	3	6	60
Use of Force – Baton	9	0	2	0	7	0	0	0	0	1	6
Use of Force – Dogbite	14	0	1	0	13	1	0	0	0	0	12
Use of Force – Physical	253	0	42	3	208	12	0	0	3	19	174
Use of Force – Other	141	0	21	1	119	10	0	0	8	6	95
Use of Vehicle	93	1	7	1	84	4	1	3	13	6	57
SECTION 13 – Death	6	0	0	0	6	0	0	0	0	1	5
SECTION 13 – Serious Bodily Harm	54	0	0	0	54	1	0	0	0	9	44
SECTION 13 – Suicide	3	0	0	0	3	0	0	0	0	0	3
SECTION 13 – Suicide: Attempted	34	0	0	0	34	1	0	4	0	8	21
SECTION 13 – Practice & Procedure	95	0	0	0	95	2	0	4	0	18	71
FILES OPENED: 2016	3525	8	376	48	3093	239	10	102	341	326	2075

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
AUCKLAND CITY

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	66	0	9	0	57	2	0	5	8	6	36
Disgraceful Conduct	4	0	0	0	4	0	0	0	0	0	4
Dishonesty	4	0	0	0	4	0	0	0	0	0	4
Handling Property (Damage/Loss)	16	0	1	0	15	0	0	0	3	0	12
Harassment	12	0	2	0	10	1	0	0	0	0	9
Improper Disclosure	8	0	0	0	8	1	0	0	0	0	7
Miscellaneous	4	0	0	1	3	0	0	0	0	0	3
Misuse of Authority	3	0	0	0	3	1	0	0	1	0	1
Neglect of Duty: Failure to Investigate	18	0	3	0	15	1	0	2	0	0	12
Neglect of Duty: Failure to Notify	4	0	0	0	4	0	0	0	1	1	2
Neglect of Duty: Failure to Prosecute	19	0	0	1	18	2	0	0	7	1	8
Neglect of Duty: Failure to Respond	10	0	2	0	8	0	0	0	0	1	7
Neglect of Duty: Other	38	0	7	0	31	3	0	1	1	3	23
Perjury	0	0	0	0	0	0	0	0	0	0	0
Practice and Procedure	37	0	5	0	32	0	1	1	4	4	22
Prosecution Procedures	6	0	0	0	6	0	0	0	0	0	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	1	0	0	0	1	0	0	0	0	0	1
Search: Vehicle	3	0	1	1	1	0	0	0	0	0	1
Threats	6	0	0	0	6	2	0	0	0	0	4
Treatment of Children	2	0	0	0	2	0	0	0	0	0	2
Unjust Prosecution	16	0	8	0	8	0	1	0	1	2	4
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	3	0	0	0	3	0	0	0	0	0	3
Unlawful Arrest	15	0	2	1	12	1	0	0	1	0	10
Use of Force – Baton	1	0	0	0	1	0	0	0	0	0	1
Use of Force – Dogbite	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Physical	25	0	4	0	21	0	0	0	0	0	21
Use of Force – Other	15	0	2	0	13	1	0	0	0	1	11
Use of Vehicle	14	0	2	0	12	0	1	1	2	3	5
SECTION 13 – Death	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Serious Bodily Harm	5	0	0	0	5	0	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	2	0	0	1	0	0	1
SECTION 13 – Practice & Procedure	8	0	0	0	8	0	0	1	0	0	7
FILES OPENED: 211	366	0	48	4	314	15	3	12	29	22	233

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

AUCKLAND MET CRIMES AND OS

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	1	0	0	0	1	0	0	0	1	0	0
Disgraceful Conduct	2	0	0	0	2	0	0	1	0	0	1
Dishonesty	0	0	0	0	0	0	0	0	0	0	0
Handling Property (Damage/Loss)	0	0	0	0	0	0	0	0	0	0	0
Harassment	0	0	0	0	0	0	0	0	0	0	0
Improper Disclosure	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous	2	0	1	0	1	0	0	0	0	0	1
Misuse of Authority	0	0	0	0	0	0	0	0	0	0	0
Neglect of Duty: Failure to Investigate	0	0	0	0	0	0	0	0	0	0	0
Neglect of Duty: Failure to Notify	0	0	0	0	0	0	0	0	0	0	0
Neglect of Duty: Failure to Prosecute	0	0	0	0	0	0	0	0	0	0	0
Neglect of Duty: Failure to Respond	0	0	0	0	0	0	0	0	0	0	0
Neglect of Duty: Other	0	0	0	0	0	0	0	0	0	0	0
Perjury	1	0	1	0	0	0	0	0	0	0	0
Practice and Procedure	1	0	0	0	1	0	0	1	0	0	0
Prosecution Procedures	0	0	0	0	0	0	0	0	0	0	0
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	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	0	0	0	0	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	1	0	0	0	0	0	1
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	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Other	0	0	0	0	0	0	0	0	0	0	0
Use of Vehicle	1	0	0	0	1	0	0	0	0	1	0
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	0	0	0	0	0	0	0	0	0	0	0
FILES OPENED: 9	9	0	2	0	7	0	0	2	1	1	3

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
BAY OF PLENTY

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	19	0	2	0	17	0	0	1	2	2	12
Disgraceful Conduct	1	0	0	0	1	0	0	0	0	0	1
Dishonesty	3	0	0	0	3	1	0	1	0	0	1
Handling Property (Damage/Loss)	17	0	1	0	16	1	0	0	1	3	11
Harassment	15	0	0	0	15	1	0	0	0	1	13
Improper Disclosure	10	0	0	0	10	1	0	0	1	3	5
Miscellaneous	4	0	0	0	4	1	0	0	0	1	2
Misuse of Authority	1	0	0	0	1	0	0	0	0	0	1
Neglect of Duty: Failure to Investigate	13	1	0	0	12	0	0	0	1	1	10
Neglect of Duty: Failure to Notify	4	0	0	0	4	0	1	0	0	0	3
Neglect of Duty: Failure to Prosecute	13	0	2	0	11	0	0	0	3	2	6
Neglect of Duty: Failure to Respond	2	0	0	0	2	0	0	0	0	0	2
Neglect of Duty: Other	38	0	5	1	32	0	2	1	3	1	25
Perjury	1	0	0	0	1	0	0	0	0	0	1
Practice and Procedure	30	0	4	0	26	2	0	1	3	2	18
Prosecution Procedures	8	0	1	0	7	2	0	0	0	0	5
Search	1	0	0	0	1	0	0	0	0	0	1
Search: Damage/Loss	0	0	0	0	0	0	0	0	0	0	0
Search: Person	1	0	0	0	1	1	0	0	0	0	0
Search: Vehicle	1	0	0	0	1	0	0	0	0	0	1
Threats	4	0	0	0	4	0	0	0	0	0	4
Treatment of Children	4	0	0	0	4	0	0	0	1	0	3
Unjust Prosecution	6	0	6	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	4	0	0	0	4	0	0	0	0	0	4
Unlawful Arrest	4	0	1	0	3	0	0	0	0	0	3
Use of Force – Baton	2	0	0	0	2	0	0	0	0	0	2
Use of Force – Dogbite	3	0	0	0	3	0	0	0	0	0	3
Use of Force – Physical	27	0	1	0	26	3	0	0	0	1	22
Use of Force – Other	13	0	0	0	13	1	0	0	1	0	11
Use of Vehicle	10	0	0	0	10	0	0	0	3	0	7
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	6	0	0	0	6	0	0	0	0	3	3
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	2	0	0	0	2	0	0	0	0	1	1
SECTION 13 – Practice & Procedure	8	0	0	0	8	0	0	0	0	4	4
FILES OPENED: 147	275	1	23	1	250	14	3	4	19	25	185

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

CANTERBURY

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	46	0	1	1	44	0	0	0	13	5	26
Disgraceful Conduct	6	0	0	0	6	0	0	0	1	0	5
Dishonesty	8	0	0	0	8	0	0	0	0	1	7
Handling Property (Damage/Loss)	12	0	0	0	12	0	0	0	1	1	10
Harassment	14	0	1	0	13	2	0	0	0	1	10
Improper Disclosure	15	0	0	0	15	1	0	0	1	3	10
Miscellaneous	4	0	0	0	4	0	0	0	0	0	4
Misuse of Authority	6	0	0	0	6	0	0	0	1	0	5
Neglect of Duty: Failure to Investigate	16	0	3	0	13	0	0	0	6	0	7
Neglect of Duty: Failure to Notify	4	0	0	0	4	0	0	0	1	0	3
Neglect of Duty: Failure to Prosecute	13	0	2	0	11	0	0	0	2	3	6
Neglect of Duty: Failure to Respond	9	0	0	2	7	0	0	0	3	1	3
Neglect of Duty: Other	49	0	1	1	47	4	0	2	6	2	33
Perjury	0	0	0	0	0	0	0	0	0	0	0
Practice and Procedure	41	0	4	0	37	4	0	2	4	2	25
Prosecution Procedures	10	0	0	0	10	1	0	0	1	0	8
Search	2	0	0	0	2	0	0	0	0	0	2
Search: Damage/Loss	0	0	0	0	0	0	0	0	0	0	0
Search: Person	2	0	0	0	2	0	0	0	0	1	1
Search: Vehicle	0	0	0	0	0	0	0	0	0	0	0
Threats	4	0	0	0	4	0	0	0	1	1	2
Treatment of Children	6	0	0	0	6	0	0	0	0	0	6
Unjust Prosecution	9	0	2	1	6	1	0	0	0	0	5
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	2	0	0	0	2	1	0	0	0	0	1
Unlawful Arrest	12	0	1	0	11	1	0	0	0	1	9
Use of Force – Baton	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Dogbite	3	0	1	0	2	0	0	0	0	0	2
Use of Force – Physical	34	0	5	1	28	3	0	0	0	3	22
Use of Force – Other	12	0	2	0	10	0	0	0	1	1	8
Use of Vehicle	13	0	0	1	12	0	0	0	4	0	8
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	7	0	0	0	7	0	0	0	0	0	7
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	2	0	0	0	2	0	0	0	0	1	1
SECTION 13 – Practice & Procedure	9	0	0	0	9	0	0	0	0	1	8
FILES OPENED: 220	370	0	23	7	340	18	0	4	46	28	244

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
CENTRAL

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	31	0	3	2	26	2	0	4	3	5	12
Disgraceful Conduct	3	0	1	0	2	0	0	0	0	1	1
Dishonesty	3	0	0	0	3	0	0	0	0	1	2
Handling Property (Damage/Loss)	14	0	0	0	14	1	0	1	1	3	8
Harassment	13	0	3	0	10	1	0	0	0	0	9
Improper Disclosure	9	0	1	0	8	0	0	1	1	0	6
Miscellaneous	3	0	0	0	3	0	0	2	0	0	1
Misuse of Authority	4	0	1	0	3	1	0	0	0	0	2
Neglect of Duty: Failure to Investigate	19	0	0	0	19	4	0	0	5	1	9
Neglect of Duty: Failure to Notify	9	0	0	0	9	1	0	1	3	0	4
Neglect of Duty: Failure to Prosecute	20	0	0	1	19	2	0	2	5	1	9
Neglect of Duty: Failure to Respond	4	0	0	0	4	0	0	2	0	0	2
Neglect of Duty: Other	40	0	1	1	38	3	0	5	6	2	22
Perjury	2	0	0	0	2	0	0	0	0	0	2
Practice and Procedure	47	0	1	2	44	2	0	6	3	7	26
Prosecution Procedures	6	1	1	0	4	0	0	1	0	0	3
Search	0	0	0	0	0	0	0	0	0	0	0
Search: Damage/Loss	1	0	0	0	1	0	0	0	0	0	1
Search: Person	1	0	0	0	1	0	0	0	0	0	1
Search: Vehicle	0	0	0	0	0	0	0	0	0	0	0
Threats	3	0	0	0	3	1	0	0	0	0	2
Treatment of Children	3	0	0	0	3	0	0	0	0	0	3
Unjust Prosecution	5	0	1	0	4	0	0	1	1	0	2
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	6	0	0	0	6	0	0	1	0	2	3
Unlawful Arrest	6	0	0	0	6	0	0	0	0	1	5
Use of Force – Baton	1	0	0	0	1	0	0	0	0	0	1
Use of Force – Dogbite	2	0	0	0	2	0	0	0	0	0	2
Use of Force – Physical	20	0	1	1	18	0	0	0	1	3	14
Use of Force – Other	10	0	1	0	9	2	0	0	0	0	7
Use of Vehicle	10	0	2	0	8	0	0	0	0	0	8
SECTION 13 – Death	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Serious Bodily Harm	5	0	0	0	5	1	0	0	0	0	4
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	6	0	0	0	6	0	0	1	0	2	3
SECTION 13 – Practice & Procedure	12	0	0	0	12	1	0	1	0	2	8
FILES OPENED: 182	319	1	17	7	294	22	0	29	29	31	183

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

COUNTIES/MANUKAU

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	33	0	4	0	29	0	0	2	4	3	20
Disgraceful Conduct	11	0	0	0	11	2	0	0	0	0	9
Dishonesty	6	0	1	0	5	0	0	1	0	1	3
Handling Property (Damage/Loss)	19	0	1	0	18	0	0	0	2	1	15
Harassment	7	0	1	0	6	1	0	0	0	0	5
Improper Disclosure	5	0	0	0	5	1	0	0	1	0	3
Miscellaneous	7	0	0	0	7	0	0	0	0	1	6
Misuse of Authority	6	0	0	0	6	2	0	0	0	1	3
Neglect of Duty: Failure to Investigate	14	0	0	0	14	0	0	1	3	1	9
Neglect of Duty: Failure to Notify	3	0	0	0	3	0	0	0	0	0	3
Neglect of Duty: Failure to Prosecute	18	0	1	1	16	0	0	0	6	2	8
Neglect of Duty: Failure to Respond	9	0	0	0	9	0	0	0	1	0	8
Neglect of Duty: Other	33	0	0	2	31	3	0	0	8	4	16
Perjury	1	0	0	0	1	1	0	0	0	0	0
Practice and Procedure	28	0	4	0	24	1	0	2	2	2	17
Prosecution Procedures	5	0	0	0	5	2	0	0	2	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	2	0	0	0	2	0	0	0	0	0	2
Threats	1	0	0	0	1	0	0	0	0	0	1
Treatment of Children	2	0	0	0	2	0	0	0	0	0	2
Unjust Prosecution	11	0	6	0	5	0	0	0	1	0	4
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	2	0	0	0	2	0	0	1	0	1	0
Unlawful Arrest	7	0	2	0	5	0	0	0	1	0	4
Use of Force – Baton	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Dogbite	2	0	0	0	2	0	0	0	0	0	2
Use of Force – Physical	28	0	4	1	23	1	0	0	2	0	20
Use of Force – Other	16	0	4	1	11	0	0	0	2	0	9
Use of Vehicle	7	0	1	0	6	1	0	0	0	0	5
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	7	0	0	0	7	0	0	0	0	1	6
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	6	0	0	0	6	0	0	2	0	1	3
SECTION 13 – Practice & Procedure	11	0	0	0	11	0	0	2	0	2	7
FILES OPENED: 181	307	0	29	5	273	15	0	11	35	21	191

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
EASTERN

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	20	0	2	0	18	2	0	0	1	0	15
Disgraceful Conduct	2	0	0	0	2	0	0	0	0	0	2
Dishonesty	2	0	2	0	0	0	0	0	0	0	0
Handling Property (Damage/Loss)	6	0	1	0	5	0	0	1	0	1	3
Harassment	11	0	4	0	7	1	0	0	1	0	5
Improper Disclosure	3	0	0	0	3	0	0	0	0	1	2
Miscellaneous	4	0	1	0	3	0	0	0	0	0	3
Misuse of Authority	3	0	1	0	2	0	0	0	1	0	1
Neglect of Duty: Failure to Investigate	8	0	0	0	8	0	0	0	1	1	6
Neglect of Duty: Failure to Notify	1	0	0	0	1	0	0	0	0	0	1
Neglect of Duty: Failure to Prosecute	11	0	0	0	11	0	0	0	1	0	10
Neglect of Duty: Failure to Respond	9	0	2	0	7	1	0	0	0	0	6
Neglect of Duty: Other	22	0	0	0	22	3	0	0	2	1	16
Perjury	0	0	0	0	0	0	0	0	0	0	0
Practice and Procedure	23	0	5	0	18	3	0	1	2	0	12
Prosecution Procedures	6	0	2	0	4	0	0	0	0	0	4
Search	1	0	0	0	1	0	0	0	0	0	1
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	2	0	0	0	0	0	2
Treatment of Children	2	0	0	0	2	0	0	0	1	0	1
Unjust Prosecution	5	0	4	0	1	0	0	0	0	0	1
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	2	0	0	0	2	0	0	0	1	0	1
Unlawful Arrest	5	0	1	0	4	1	0	0	0	0	3
Use of Force – Baton	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Dogbite	1	0	0	0	1	0	0	0	0	0	1
Use of Force – Physical	14	0	1	0	13	0	0	0	0	0	13
Use of Force – Other	6	0	0	0	6	0	0	0	0	0	6
Use of Vehicle	2	0	0	0	2	0	0	0	0	0	2
SECTION 13 – Death	2	0	0	0	2	0	0	0	0	0	2
SECTION 13 – Serious Bodily Harm	2	0	0	0	2	0	0	0	0	1	1
SECTION 13 – Suicide	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Suicide: Attempted	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Practice & Procedure	5	0	0	0	5	0	0	0	0	1	4
FILES OPENED: 100	181	0	26	0	155	11	0	2	11	6	125

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

NORTHERN

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	17	0	2	0	15	1	0	0	4	0	10
Disgraceful Conduct	5	0	0	0	5	1	0	0	0	0	4
Dishonesty	0	0	0	0	0	0	0	0	0	0	0
Handling Property (Damage/Loss)	14	0	1	1	12	0	0	0	3	1	8
Harassment	0	0	0	0	0	0	0	0	0	0	0
Improper Disclosure	5	0	1	1	3	0	0	0	1	1	1
Miscellaneous	1	0	0	0	1	0	0	1	0	0	0
Misuse of Authority	1	0	0	0	1	0	0	0	0	0	1
Neglect of Duty: Failure to Investigate	10	0	1	0	9	0	0	0	5	0	4
Neglect of Duty: Failure to Notify	5	0	0	0	5	0	0	0	1	0	4
Neglect of Duty: Failure to Prosecute	12	0	2	0	10	3	0	0	2	0	5
Neglect of Duty: Failure to Respond	4	0	0	1	3	0	0	0	2	1	0
Neglect of Duty: Other	27	0	1	0	26	4	0	0	6	1	15
Perjury	0	0	0	0	0	0	0	0	0	0	0
Practice and Procedure	14	0	2	0	12	0	0	0	2	0	10
Prosecution Procedures	2	0	1	0	1	1	0	0	0	0	0
Search	1	0	0	0	1	1	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	2	0	1	0	1	0	0	0	0	0	1
Threats	3	0	0	0	3	0	0	0	0	0	3
Treatment of Children	5	0	0	0	5	3	0	0	1	0	1
Unjust Prosecution	5	0	3	0	2	1	0	0	0	0	1
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	2	0	0	0	2	0	0	0	0	0	2
Unlawful Arrest	5	0	1	0	4	1	0	0	0	0	3
Use of Force – Baton	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Dogbite	1	0	0	0	1	1	0	0	0	0	0
Use of Force – Physical	10	0	2	0	8	2	0	0	0	0	6
Use of Force – Other	9	0	1	0	8	3	0	0	0	0	5
Use of Vehicle	4	0	1	0	3	0	0	0	0	0	3
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Suicide	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Suicide: Attempted	2	0	0	0	2	0	0	0	0	0	2
SECTION 13 – Practice & Procedure	4	0	0	0	4	0	0	0	0	0	4
FILES OPENED: 90	172	0	20	3	149	22	0	1	27	4	95

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
POLICE NATIONAL HQ

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	11	0	2	1	8	0	0	1	2	0	5
Disgraceful Conduct	14	0	0	1	13	0	0	0	0	0	13
Dishonesty	5	0	1	0	4	1	0	0	0	0	3
Handling Property (Damage/Loss)	1	0	0	0	1	0	0	0	0	0	1
Harassment	3	0	1	0	2	0	0	0	1	0	1
Improper Disclosure	6	0	0	0	6	1	0	0	0	0	5
Miscellaneous	6	0	1	0	5	2	0	0	0	0	3
Misuse of Authority	5	0	0	0	5	0	0	0	0	1	4
Neglect of Duty: Failure to Investigate	10	0	0	0	10	0	0	3	0	2	5
Neglect of Duty: Failure to Notify	4	0	0	0	4	0	0	0	0	1	3
Neglect of Duty: Failure to Prosecute	6	0	0	0	6	2	0	0	0	0	4
Neglect of Duty: Failure to Respond	8	1	2	0	5	0	0	0	1	2	2
Neglect of Duty: Other	29	0	3	1	25	4	0	2	0	5	14
Perjury	0	0	0	0	0	0	0	0	0	0	0
Practice and Procedure	22	1	7	0	14	1	0	0	3	2	8
Prosecution Procedures	4	0	0	0	4	0	0	0	1	0	3
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	1	0	0	0	0	0	1
Treatment of Children	0	0	0	0	0	0	0	0	0	0	0
Unjust Prosecution	8	0	5	0	3	0	0	0	0	3	0
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	3	0	0	0	3	0	0	0	0	0	3
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	3	0	0	0	3	0	0	0	0	0	3
Use of Force – Other	1	0	0	0	1	0	0	0	0	0	1
Use of Vehicle	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Death	1	0	0	0	1	0	0	0	0	1	0
SECTION 13 – Serious Bodily Harm	1	0	0	0	1	0	0	0	0	0	1
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	1	0	0	0	0	1	0
FILES OPENED: 116	153	2	22	3	126	11	0	6	8	18	83

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

SOUTHERN

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	33	0	3	0	30	2	0	1	7	3	17
Disgraceful Conduct	8	0	0	0	8	0	0	0	0	2	6
Dishonesty	5	0	0	0	5	0	0	0	0	1	4
Handling Property (Damage/Loss)	12	0	1	0	11	0	0	1	2	1	7
Harassment	12	0	2	0	10	4	0	0	1	0	5
Improper Disclosure	6	0	0	0	6	1	0	0	0	2	3
Miscellaneous	5	0	0	0	5	0	0	0	0	1	4
Misuse of Authority	3	0	1	0	2	0	0	1	0	0	1
Neglect of Duty: Failure to Investigate	10	0	1	0	9	3	0	0	1	3	2
Neglect of Duty: Failure to Notify	7	0	0	0	7	1	0	0	0	1	5
Neglect of Duty: Failure to Prosecute	12	0	1	0	11	3	0	0	0	3	5
Neglect of Duty: Failure to Respond	8	0	1	0	7	2	0	0	2	0	3
Neglect of Duty: Other	25	1	0	0	24	7	0	1	2	2	12
Perjury	0	0	0	0	0	0	0	0	0	0	0
Practice and Procedure	30	0	1	0	29	6	0	0	5	5	13
Prosecution Procedures	8	0	4	0	4	1	0	0	1	0	2
Search	2	0	0	0	2	0	0	0	0	2	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	1	0	0	0	0	0	1
Threats	1	0	1	0	0	0	0	0	0	0	0
Treatment of Children	1	0	0	0	1	0	0	0	0	0	1
Unjust Prosecution	5	0	2	0	3	0	0	0	0	0	3
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	1	0	0	0	1	0	0	0	0	0	1
Unlawful Arrest	4	0	1	0	3	1	0	0	0	0	2
Use of Force – Baton	3	0	1	0	2	0	0	0	0	1	1
Use of Force – Dogbite	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Physical	21	0	6	0	15	0	0	0	0	3	12
Use of Force – Other	12	0	2	0	10	1	0	0	0	1	8
Use of Vehicle	6	1	0	0	5	2	0	1	0	0	2
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	5	0	0	0	5	0	0	0	0	0	5
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	3	0	0	0	3	0	0	0	0	2	1
SECTION 13 – Practice & Procedure	8	0	0	0	8	0	0	0	0	2	6
FILES OPENED: 143	257	2	28	0	227	34	0	5	21	35	132

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
TASMAN

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	12	0	0	0	12	1	0	0	1	3	7
Disgraceful Conduct	3	0	0	1	2	0	0	0	0	2	0
Dishonesty	2	0	0	0	2	0	0	0	0	0	2
Handling Property (Damage/Loss)	3	0	0	0	3	0	0	0	0	1	2
Harassment	6	0	2	0	4	0	0	0	0	0	4
Improper Disclosure	2	0	0	0	2	1	0	0	0	0	1
Miscellaneous	2	0	0	0	2	1	0	0	0	1	0
Misuse of Authority	2	0	0	0	2	1	0	0	0	1	0
Neglect of Duty: Failure to Investigate	8	0	1	1	6	2	0	0	0	1	3
Neglect of Duty: Failure to Notify	2	0	0	0	2	0	0	0	0	1	1
Neglect of Duty: Failure to Prosecute	5	0	2	1	2	0	0	0	0	0	2
Neglect of Duty: Failure to Respond	1	0	0	0	1	0	0	0	0	0	1
Neglect of Duty: Other	28	0	5	1	22	1	0	0	2	6	13
Perjury	1	0	0	0	1	0	0	0	0	0	1
Practice and Procedure	19	0	2	2	15	3	0	1	2	2	7
Prosecution Procedures	3	0	1	0	2	0	0	0	0	0	2
Search	1	0	0	0	1	0	0	0	0	0	1
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	1	0	0	0	0	0	0	0	0
Treatment of Children	1	0	0	0	1	0	0	0	0	0	1
Unjust Prosecution	1	0	1	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	3	0	0	0	3	0	0	0	0	1	2
Unlawful Arrest	3	0	0	0	3	0	0	0	0	0	3
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	7	0	3	0	4	0	0	0	0	1	3
Use of Force – Other	5	0	1	0	4	0	0	0	2	0	2
Use of Vehicle	6	0	0	0	6	0	0	0	1	0	5
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	2	0	0	0	2	0	0	0	0	0	2
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	2	0	0	0	2	0	0	0	0	1	1
SECTION 13 – Practice & Procedure	4	0	0	0	4	0	0	0	0	1	3
FILES OPENED : 73	135	0	19	6	110	10	0	1	8	22	69

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

WAIKATO

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	31	0	3	1	27	1	0	0	5	4	17
Disgraceful Conduct	4	0	0	0	4	0	0	1	0	0	3
Dishonesty	2	0	0	0	2	0	0	0	0	1	1
Handling Property (Damage/Loss)	16	0	1	1	14	0	0	1	3	2	8
Harassment	7	0	0	0	7	2	0	0	1	1	3
Improper Disclosure	7	0	0	0	7	2	0	0	1	0	4
Miscellaneous	3	0	1	0	2	0	0	0	0	0	2
Misuse of Authority	3	0	0	0	3	0	0	0	1	0	2
Neglect of Duty: Failure to Investigate	22	0	0	0	22	2	0	0	4	3	13
Neglect of Duty: Failure to Notify	4	0	0	0	4	0	0	0	3	0	1
Neglect of Duty: Failure to Prosecute	8	0	0	0	8	2	0	0	3	0	3
Neglect of Duty: Failure to Respond	6	0	0	0	6	0	0	0	1	1	4
Neglect of Duty: Other	27	0	8	0	19	2	0	0	3	2	12
Perjury	1	0	0	0	1	0	0	0	0	0	1
Practice and Procedure	26	0	4	0	22	2	0	0	4	2	14
Prosecution Procedures	6	0	5	0	1	0	0	0	0	0	1
Search	1	0	0	0	1	0	0	0	0	1	0
Search: Damage/Loss	1	0	0	0	1	0	0	0	1	0	0
Search: Person	0	0	0	0	0	0	0	0	0	0	0
Search: Vehicle	1	0	0	0	1	0	0	0	0	1	0
Threats	5	0	0	0	5	0	0	0	1	1	3
Treatment of Children	4	0	0	0	4	1	0	0	0	0	3
Unjust Prosecution	5	0	3	0	2	0	0	0	0	1	1
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	2	0	0	0	2	0	0	1	0	1	0
Unlawful Arrest	5	0	2	0	3	0	0	0	0	0	3
Use of Force – Baton	2	0	1	0	1	0	0	0	0	0	1
Use of Force – Dogbite	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Physical	17	0	6	0	11	0	0	0	0	1	10
Use of Force – Other	8	0	3	0	5	0	0	0	0	0	5
Use of Vehicle	2	0	0	0	2	0	0	0	1	0	1
SECTION 13 – Death	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Serious Bodily Harm	2	0	0	0	2	0	0	0	0	0	2
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	3	0	0	0	3	0	0	0	0	0	3
FILES OPENED: 124	232	0	37	2	193	14	0	3	32	22	122

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
WAITEMATA

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	45	0	5	0	40	2	0	1	3	8	26
Disgraceful Conduct	5	0	0	0	5	0	0	0	0	1	4
Dishonesty	5	0	1	0	4	0	0	0	1	1	2
Handling Property (Damage/Loss)	20	0	0	0	20	1	0	3	2	2	12
Harassment	15	0	1	0	14	2	0	0	0	5	7
Improper Disclosure	10	0	0	0	10	1	0	0	1	3	5
Miscellaneous	6	0	1	0	5	0	0	0	0	0	5
Misuse of Authority	1	0	0	0	1	0	0	0	0	0	1
Neglect of Duty: Failure to Investigate	22	0	1	0	21	1	0	0	4	3	13
Neglect of Duty: Failure to Notify	3	0	0	0	3	0	0	0	1	1	1
Neglect of Duty: Failure to Prosecute	20	0	1	0	19	1	0	1	4	2	11
Neglect of Duty: Failure to Respond	14	0	1	0	13	0	0	1	2	3	7
Neglect of Duty: Other	61	0	5	1	55	4	0	1	8	5	37
Perjury	1	0	0	0	1	0	0	0	0	0	1
Practice and Procedure	52	0	7	1	44	3	0	3	6	7	25
Prosecution Procedures	7	0	1	0	6	0	0	0	0	1	5
Search	1	0	0	0	1	0	0	1	0	0	0
Search: Damage/Loss	0	0	0	0	0	0	0	0	0	0	0
Search: Person	1	0	0	0	1	0	0	0	0	0	1
Search: Vehicle	2	0	0	0	2	0	0	0	0	1	1
Threats	4	0	0	0	4	1	0	0	1	0	2
Treatment of Children	3	0	0	0	3	0	0	0	0	2	1
Unjust Prosecution	8	1	4	0	3	1	0	1	0	0	1
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	2	0	0	0	2	0	0	0	0	0	2
Unlawful Arrest	9	0	1	0	8	0	0	0	1	1	6
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	22	0	2	0	20	2	0	0	0	3	15
Use of Force – Other	15	0	1	0	14	0	0	0	1	2	11
Use of Vehicle	10	0	0	0	10	1	0	0	1	0	8
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	5	0	0	0	5	0	0	0	0	1	4
SECTION 13 – Suicide	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Suicide: Attempted	1	0	0	0	1	1	0	0	0	0	0
SECTION 13 – Practice & Procedure	7	0	0	0	7	1	0	0	0	1	5
FILES OPENED: 206	377	1	32	2	342	22	0	12	36	53	219

COMPLAINT SUMMARY

1 JULY 2006 – 30 JUNE 2007

WELLINGTON

CATEGORY	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Attitude/Language	42	0	6	1	35	2	0	3	10	4	16
Disgraceful Conduct	3	0	0	0	3	0	0	0	0	0	3
Dishonesty	4	1	0	0	3	0	0	1	0	0	2
Handling Property (Damage/Loss)	16	0	4	2	10	1	0	0	3	0	6
Harassment	14	0	1	1	12	2	0	0	0	4	6
Improper Disclosure	11	0	0	0	11	1	0	1	1	1	7
Miscellaneous	6	0	2	0	4	2	0	0	0	1	1
Misuse of Authority	3	0	1	0	2	0	0	1	0	0	1
Neglect of Duty: Failure to Investigate	23	0	1	0	22	6	1	0	3	4	8
Neglect of Duty: Failure to Notify	3	0	0	0	3	0	1	1	0	0	1
Neglect of Duty: Failure to Prosecute	16	0	0	0	16	2	0	0	2	0	12
Neglect of Duty: Failure to Respond	6	0	1	2	3	1	0	0	2	0	0
Neglect of Duty: Other	42	0	5	1	36	1	0	0	6	5	24
Perjury	2	0	1	0	1	0	0	0	0	0	1
Practice and Procedure	51	0	5	0	46	7	2	1	6	2	28
Prosecution Procedures	8	0	2	1	5	1	0	1	1	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	2	0	0	0	2	0	0	0	0	0	2
Search: Vehicle	0	0	0	0	0	0	0	0	0	0	0
Threats	2	0	0	0	2	0	0	0	1	0	1
Treatment of Children	7	0	0	0	7	0	0	0	1	0	6
Unjust Prosecution	10	0	8	0	2	2	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	0	0	0
Unlawful Act	4	0	0	0	4	0	0	0	1	1	2
Unlawful Arrest	13	0	1	0	12	0	0	0	0	3	9
Use of Force – Baton	0	0	0	0	0	0	0	0	0	0	0
Use of Force – Dogbite	2	0	0	0	2	0	0	0	0	0	2
Use of Force – Physical	25	0	7	0	18	1	0	0	0	4	13
Use of Force – Other	19	0	4	0	15	2	0	0	1	1	11
Use of Vehicle	8	0	1	0	7	0	0	1	1	2	3
SECTION 13 – Death	0	0	0	0	0	0	0	0	0	0	0
SECTION 13 – Serious Bodily Harm	6	0	0	0	6	0	0	0	0	3	3
SECTION 13 – Suicide	1	0	0	0	1	0	0	0	0	0	1
SECTION 13 – Suicide: Attempted	8	0	0	0	8	0	0	0	0	0	8
SECTION 13 – Practice & Procedure	15	0	0	0	15	0	0	0	0	3	12
FILES OPENED: 214	372	1	50	8	313	31	4	10	39	38	191

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
DISTRICT COMPLAINT RESOLUTION

POLICE DISTRICT	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Auckland City	129	0	4	1	124	2	0	8	28	14	72
Auckland Met Crimes & OS	2	0	0	0	2	0	0	0	1	1	0
Bay of Plenty	57	0	1	0	56	0	3	2	15	10	26
Canterbury	110	0	0	4	106	0	0	2	42	13	49
Central	98	0	0	2	96	0	0	19	29	10	38
Counties/Manukau	102	0	1	4	97	0	0	5	30	12	50
Eastern	45	0	2	0	43	0	0	1	7	3	32
Northern	63	0	0	3	60	0	0	0	27	4	29
Police National HQ	29	0	0	2	27	0	0	4	3	10	10
Southern	63	0	0	0	63	2	0	2	21	19	19
Tasman	48	0	2	6	40	0	0	0	8	11	21
Unknown	0	0	0	0	0	0	0	0	0	0	0
Various	0	0	0	0	0	0	0	0	0	0	0
Waikato	100	0	0	2	98	6	0	1	27	15	49
Waitemata	119	0	0	2	117	0	0	10	32	35	40
Wellington	100	0	0	0	100	4	4	2	39	12	39
FILES OPENED: 635	1065	0	10	26	1029	14	7	56	309	169	474

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
MEMORANDUM OF UNDERSTANDING

POLICE DISTRICT	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIA LLY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Auckland City	6	0	0	0	6	0	0	0	0	0	6
Auckland Met Crimes & OS	3	0	0	0	3	0	0	0	0	0	3
Bay of Plenty	8	0	0	0	8	0	0	2	0	1	5
Canterbury	9	0	0	0	9	0	0	1	0	0	8
Central	20	0	0	0	20	0	0	6	0	0	14
Counties/Manukau	16	0	0	0	16	1	0	2	0	1	12
Eastern	5	0	0	0	5	0	0	1	0	0	4
Northern	10	0	0	0	10	1	0	1	0	0	8
Police National HQ	34	0	0	0	34	1	0	1	1	0	31
Southern	15	0	0	0	15	0	0	3	0	0	12
Tasman	3	0	0	0	3	0	0	1	0	0	2
Unknown	0	0	0	0	0	0	0	0	0	0	0
Various	0	0	0	0	0	0	0	0	0	0	0
Waikato	4	0	0	0	4	0	0	2	0	1	1
Waitemata	18	0	0	0	18	0	0	2	0	1	15
Wellington	7	0	0	0	7	0	0	1	0	2	4
FILES OPENED: 132	158	0	0	0	158	3	0	23	1	6	125

COMPLAINT SUMMARY
1 JULY 2006 – 30 JUNE 2007
SECTION 13 INVESTIGATIONS

POLICE DISTRICT	RECEIVED	NO JURISDICTION	REFUSED	WITHDRAWN	ACCEPTED FOR INVESTIGATION	NOT PURSUED	PATIALY SUSTAINED	SUSTAINED	CONCILIATED	NOT SUSTAINED	CURRENT
Auckland City	16	0	0	0	16	0	0	2	0	0	14
Auckland Met Crimes & OS	0	0	0	0	0	0	0	0	0	0	0
Bay of Plenty	16	0	0	0	16	0	0	0	0	8	8
Canterbury	18	0	0	0	18	0	0	0	0	2	16
Central	24	0	0	0	24	2	0	2	0	4	16
Counties/Manukau	24	0	0	0	24	0	0	4	0	4	16
Eastern	10	0	0	0	10	0	0	0	0	2	8
Northern	8	0	0	0	8	0	0	0	0	0	8
Police National HQ	3	0	0	0	3	0	0	0	0	2	1
Southern	16	0	0	0	16	0	0	0	0	4	12
Tasman	8	0	0	0	8	0	0	0	0	2	6
Unknown	0	0	0	0	0	0	0	0	0	0	0
Various	0	0	0	0	0	0	0	0	0	0	0
Waikato	6	0	0	0	6	0	0	0	0	0	6
Waitemata	13	0	0	0	13	2	0	0	0	2	9
Wellington	30	0	0	0	30	0	0	0	0	6	24
FILES OPENED: 100	192	0	0	0	192	4	0	8	0	36	144



This document was printed on 4CC Paper. This is an environmentally friendly stock that originates from sustainable well managed forests. Produced at Berghuizer paper mill, which holds both FSC and PEFC chain of custody certificates (Reg. Nos tt-COC-198 and BMY-PEFC-0119) and is ISO 14001 environmental management systems certified. The mill is registered under the EU Eco-management and Audit Scheme EMAS.(Reg. No.NL-000018). The paper bleaching process is Elemental Chlorine Free, and Acid Free.





PCA
Level 10
342 Lambton Quay
PO Box 5025,
Wellington 6145
Aotearoa New Zealand

0800 503 728
P +64 4 499 2050
F +64 4 499 2053
www.pca.govt.nz