

Total Incidents Received for the Last 5 Calendar Years

This shows the **number of incidents** for each year over the last 5 calendar years, as well as a percentage difference from year to year.

The first table is for any incident type, while the second shows only incidents of the type '[Complaint](#)'.

A complaint is an incident where a person or entity external to Police makes formal allegations about the actions and/or conduct of a Police employee or the organisation that, in their view, have been detrimental or unsatisfactory.

The other types of incident that are included in the first table are:

- [Employment Investigations](#);
- [Reviews of Police Policy, Practice and Procedure](#);
- Notifications to the Independent Police Conduct Authority (IPCA) made under:
 - [Section 13](#) of the Independent Police Conduct Authority Act 1988;
 - The [Memorandum of Understanding](#) between Police and the IPCA.

National Incidents over the Last 5 Years

The numbers shown refer to **all** recorded Complaints (internal and external); Employment Investigations; Reviews of Police Policy, Practice and Procedure and notifications to the IPCA under Section 13 of the Independent Police Conduct Authority Act or the Memorandum of Understanding.

Years	Total Incidents	% change
2017	2,647	-2%
2016	2,693	-2%
2015	2,756	3%
2014	2,663	18%
2013	2,264	

National Complaints over the Last 5 Years

The numbers shown refer to **external Complaints only**, and excludes any other type of incident.

Years	Total Complaints	% change	% of all incidents
2017	2,161	-3%	82%
2016	2,223	-3%	83%
2015	2,291	5%	83%
2014	2,184	15%	82%
2013	1,903		84%

Complaints

A complaint is an incident where a person or entity external to Police makes formal allegations about the actions and/or conduct of a Police employee or the organisation that, **in their view**, have been detrimental or unsatisfactory.

There is a statutory requirement (section 15 of the Independent Police Conduct Authority Act) that all such complaints will be notified to the Independent Police Conduct Authority (IPCA).

Complaints may be made directly to the IPCA on their [website](#), or to Police on this [website](#), or by letter to Police or the IPCA, or at the public counter of any Police station.

Complaints made directly to the IPCA must be notified to Police, as stipulated by section 16 the Independent Police Conduct Authority Act.

If the complaint is made directly to Police, and the complainant does not wish to make it a formal complaint for notification to the IPCA, it will be dealt with at a local level without involvement from Police Professional Conduct and is then an 'Expression of dissatisfaction' (see below).

These statistics only include complaints that have been notified to the IPCA, and do not include expressions of dissatisfaction.

Expression of dissatisfaction

A complainant may contact Police to express his or her dissatisfaction with a service or an officer's performance which they wish to make Police aware of or have resolved in an informal manner rather than wanting formal notification to the IPCA.

These statistics only include complaints that have been notified to the IPCA, and do not include expressions of dissatisfaction.

An expression of dissatisfaction may be made [here](#).

Internally identified possible breaches of the Police Code of Conduct

The Police [Code of Conduct](#) guides the judgement, choices and actions of all Police employees. It sets out the high standards of conduct our communities rightly expect as well as what employees can expect of each other.

There is an expectation under the Code of Conduct that all employees will follow '[Our Values](#)' of:

- Professionalism
- Respect
- Integrity
- Commitment to Māori and the Treaty
- Empathy
- Valuing Diversity

If an employee is alleged to have fallen below that expected standard, an 'Employment Investigation' will commence to consider the circumstances, determine if the Code of Conduct has been breached, and if so determine the appropriate action to be taken.

The Memorandum of Understanding

The memorandum of understanding (MOU) between Police and the IPCA (the Authority) outlines matters that are outside the remit of the Independent Police Conduct Authority Act 1988, but which have been agreed are of concern to the Authority. This includes criminal offending or serious misconduct by a Police employee, or where the matter is of such significance or public interest that it places or is likely to place the Police reputation at risk.

The Commissioner may notify such matters to the Authority.

Section 13 of the Independent Police Conduct Authority Act 1988

This section of the act stipulates that whenever Police, acting in the execution of duty, causes or appears to have caused serious bodily harm or death to any person, notification to the IPCA is required.

Significant Events

Significant events include, but are not restricted to:

- A Police pursuit resulting in injury or death;
- A suicide or attempted suicide in Police custody or immediately following an interaction with Police;
- A use of force by Police (such as Taser, OC spray, baton or Police dog) resulting in serious bodily harm or death;
- A use of a mechanical restraint resulting in serious bodily harm or death;
- A discharge of a firearm by Police whether intentional or unintentional, or resulting in no injury, injury or death;
- A serious bodily harm or death caused by Police by any other means;
- An action by a Police employee that may bring Police into disrepute or undermine trust and confidence in Police.

When such events occur, it is standard practice for Police to conduct a review of the circumstances and actions, to determine that best practice and procedure was followed according to policy, and if there are any lessons to be learnt or further actions to be taken.

When such events occur, it is mandatory to notify the IPCA.