

The Police Ombudsman for Northern Ireland (PONI)

Empowering Oversight: PONI's Custom Complaint Management System



ABOUT

Established in 2000, the Police Ombudsman for Northern Ireland (PONI) is an independent office that oversees and investigates complaints and allegations of misconduct against the police in Northern Ireland. Operating independently of the police force, government, and other agencies, PONI ensures that investigations into police conduct are impartial and free from any undue influence.

PONI's remit is to investigate police misconduct. They conduct independent inquiries, accessing evidence and interviewing witnesses. The office oversees the police, ensuring adherence to legal standards, and suggests improvements. Findings and recommendations are made public fostering public trust and accountability.

CHALLENGES

The Police Ombudsman for Northern Ireland (PONI) needed an efficient complaint management system to underpin their operation. The system had to record and manage all cases, including those from a legacy system. The system also needed to initiate initial complaint processing, track ongoing cases, and generate comprehensive reports for operational and corporate purposes, enabling performance presentations in the annual report.

Additionally, the system needed to facilitate complaint closure through various methods, such as informal resolutions, recommendations for no further action, disciplinary actions, and criminal prosecutions. Moreover, it had to be capable of capturing policy and practice recommendations to enhance policing procedures.

OUR SOLUTION

ITS designed a highly customized complaint management system, streamlining PONI's complaint processes effectively. The system;

- Captures a wide range of complaint data.
- Incorporates management controls and advanced business intelligence reporting.
- Flexible structure for easy changes to business processes and document types.
- Empowers PONI's IT team with robust administrative capabilities.
- Enables management of the entire life cycle of case details, documents, and exhibits.
- Covers creation, archival, and disposal of case-related information.



THE RESULTS

- Development of highly customized complaint management system by ITS
- Significantly improves Police Ombudsman for Northern Ireland's ability to handle complaints efficiently
- Represents a significant advancement in PONI's pursuit of fair, unbiased, and effective oversight of the police force
- Fosters a safer and more trusted environment for the community it serves.



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