



GARDA SÍOCHÁNA OMBUDSMAN COMMISSION  
PRESS RELEASE

17 October, 2014  
15:30hrs

## Increase in complaints dealt with by GSOC in 2014

There has been an increase of 14% in complaints received by the Garda Ombudsman in the first nine months of 2014. 1,725 complaints were received from January to September, in comparison to 1,508 during the same period last year. Calls received by GSOC's lo-call number (1890 600 800) have also increased, by 23% year-on-year, from 4,405 to 5,421. 99% of calls were answered within 60 seconds nevertheless.

It is assumed that an increased level of public awareness of GSOC is the major cause of this increase in uptake of the free public service provided by the Garda Ombudsman.

“We are happy to see increased numbers of members of the public availing of GSOC's service – we believe this is a vote of confidence in our effectiveness in resolving complaints and improving police accountability, and look forward to further bolstering this confidence with continuing improvements in results,” said Simon O'Brien, Chairman of the Garda Síochána Ombudsman Commission.

Almost 1,700 cases have been closed so far this year, an increase of 11%. Nonetheless, time taken to close cases has been reduced. At end September 2014, the median of 125 days, for closure of criminal investigations (carried out under section 98 of the Garda Síochána Act, 2005) was lower than the 2013 median of 155 days. Time taken to close disciplinary cases (carried out under s.94 of the Act) is somewhat higher at the moment, but not considerably (315 days in comparison to 308), and this is in context of the targeted efforts being made to close old cases, the very long durations of which bring the median up. The median time for closure of cases under informal resolution (s. 90 of the Act), has been reduced from 69 days in 2013 to 68 currently.

Time taken to receive information requested from the Garda Síochána in relation to investigations has improved significantly in 2014 over previous years, with 81% of requests for documents from January – September 2014 being responded to within 30 days.

More operations figures are available here:  
<http://gardaombudsman.ie/publications/quarterlystatistics.html>

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For any clarifications, contact Lorna Lee.