Survey on Miscellaneous Complaints
Objective

The survey assess the performance of the Miscellaneous Offenses branch of the Sri Lanka police and looks at the following:

I. Profile of complaints
II. Experience of lodging a complaint
III. Efficiency in filing a complaint
IV. Interaction with the police
V. Status of the complaint
VI. Satisfaction
VII. Police performance
Research Methodology
Research Design

- 2435 interviews conducted with those who have filed a minor complaint in the last 1 to 3 months from 162 police stations.
- Margin of error nationally is +/-2% at provincial level it is +/-6% (at 95% confidence level)
- Selection of police stations (PS)
  - 18 PS from each province
  - Randomly chosen from list of PSs from each province
- Selection of GN division within PS jurisdiction
  - GN division list taken from miscellaneous complaints record (MCR) maintained in PS
  - 5 GN divisions randomly chosen from each PS
Research Design

- **Respondent selection**
  - List of complainants from selected GN collected from the MCR
  - 3 complainants in each GN randomly chosen for interview

- **Quality control**
  - Back checks on 20% interviews by each interviewer
  - 5% back checks by Field Executive
  - 5% accompanied interviews
  - 1% spot check
  - 100% scrutinized and logic checked
Survey Locations

162 police stations surveyed
15 households surveyed in each police station
Survey Findings
I. Profile of complaints
Complaints lodged deal with...

- Scolding and threats: 22% (More Women than Men)
- Family disputes: 20% (More Men than Women)
- Physical assaults and hurt: 14% (More Women than Men)
- Land disputes: 14% (More Men than Women)
- Fraud below the value of Rs.5000: 11% (Men and Women)
- Property disputes: 5% (Men and Women)
### Complaints lodged deal with... - by provinces

<table>
<thead>
<tr>
<th>Type of Complaint</th>
<th>All (%)</th>
<th>W (%)</th>
<th>C (%)</th>
<th>S (%)</th>
<th>NW (%)</th>
<th>NC (%)</th>
<th>Uva (%)</th>
<th>SBWA (%)</th>
<th>N (%)</th>
<th>E (%)</th>
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</thead>
<tbody>
<tr>
<td>Scolding and threats</td>
<td>22</td>
<td>28</td>
<td>22</td>
<td>24</td>
<td>24</td>
<td>20</td>
<td>24</td>
<td>26</td>
<td>14</td>
<td>19</td>
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<tr>
<td>Family disputes</td>
<td>20</td>
<td>18</td>
<td>15</td>
<td>12</td>
<td>18</td>
<td>20</td>
<td>16</td>
<td>15</td>
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<td>31</td>
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<td>Physical assaults and hurt</td>
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<td>Land disputes</td>
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<td>12</td>
<td>19</td>
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<tr>
<td>Fraud below the value of Rs.5000</td>
<td>11</td>
<td>11</td>
<td>10</td>
<td>10</td>
<td>11</td>
<td>18</td>
<td>11</td>
<td>7</td>
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<td>Property disputes</td>
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<td>4</td>
<td>5</td>
<td>7</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>7</td>
<td>5</td>
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<tr>
<td>Damage of property by cattle or by man below</td>
<td>4</td>
<td>4</td>
<td>7</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>1</td>
<td>4</td>
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<tr>
<td>Rs.5000</td>
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<tr>
<td>Theft below the value of Rs.5000</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>3</td>
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</table>
II. Experiences while lodging a complaint
How convenient is the complaint lodging process at the police station?

- 61% of Sri Lankans claim that it is very inconvenient to file a complaint.
- 27% find the process somewhat inconvenient.
- 7% find the process somewhat convenient.
- 4% find the process very convenient.
- 11% of Sri Lankans claim that it is somewhat or very inconvenient to file a complaint.
How convenient is the complaint lodging process at the police station?

- Very convenient: 61%
- Very inconvenient: 4%

The process is very convenient
The process is very inconvenient
III. Efficiency in filing a complaint
How long did they have to spend at the police station?

- 16% of Sri Lankans had to spend between an hour to more than 2 hours to file a complaint.
How long did they have to spend at the police station?

- Less than 30 minutes: 59%
- More than one hour: 16%

The map and bar chart illustrate the distribution of time spent at police stations across different regions in Sri Lanka.
How long did the officer take to record their complaint?

- 88% of Sri Lankans took less than half an hour to record a complaint.
How long did the officer take to record their complaint?

- Within 15 minutes: 47%
- More than 45 minutes: 5%
Level of officer’s understanding of the language used by them for the complaint

- Only 3% of Sri Lankans perceive a language barrier while filing a complaint.

- 84% have a high level of understanding.
- 14% have a moderate level of understanding.
- 2% have a low level of understanding.
- 1% have no understanding at all.
IV. Interaction with the police
How friendly were the police at the police station?

- 89% of Sri Lankans claim that police were friendly while 10% claim that they were unfriendly.
How friendly were the police at the police station?

- Very friendly: 55%
- Somewhat or very unfriendly: 10%
V. Status of the complaint
Settlement of complaints

Completely settled
Not at all settled

- 67% Completely settled
- 18% Not at all settled
How soon was their complaint settled?

- For 15% of Sri Lankans it took between 2 weeks to over a month for the complaint to be settled.

![Pie chart showing settlement times]

- 83% within 2 weeks
- 12% within 2 weeks - 1 month
- 3% more than 1 month later

*Base: 1634 respondents (those whose cases were settled completely)*
VI. Satisfaction
Satisfaction with the way in which complaint was settled

- 94% of Sri Lankans were very or somewhat satisfied with the complaint settlement. Only 5% were dissatisfied.
Satisfaction with the way in which complaint was settled

- Very satisfied
- Somewhat or very dissatisfied

- 74% Very satisfied
- 3% Somewhat or very dissatisfied
Satisfaction with police response to complaint

- Very satisfied: 54%
- Somewhat satisfied: 27%
- Neither satisfied nor dissatisfied: 7%
- Somewhat dissatisfied: 8%
- Very dissatisfied: 3%
Satisfaction with police response to complaint

- Very satisfied: 54%
- Very dissatisfied: 8%
VII. Police performance
Do the police use the following to deal with the complaints?

- Professional photographers: 41%
- Finger printing officers: 57%
- Police dogs: 60%
- Do DNA testing: 31%
- Services of Government analysts: 33%

*Those saying ‘Yes’*