

ERROR CLASSIFICATION

General

As a general rule errors identified by the Compliance Auditor will fall into three main categories: Major, Intermediate and Minor. Identifying their classification can provide assistance when advising the Controller of the level of assurance, the evidence collected during the Compliance Audit provides.

Pre-defined toolkits, are used for specific information systems, processes etc.

Major Errors

- Those which could reasonably be expected to lead to the wrongful arrest/detention of a person;
- Substantiating record or information to support the detention of an individual circuted as 'wanted' by the police, cannot be found within 30 minutes.
- Spelling mistakes that affect the capability of successfully locating records, individuals or operational capability e.g. incorrect VRM, incorrect spelling of a name, duplicate entries;
- May put police personnel at risk, due to lack of or incorrect recording of information;
- Cause adverse media attention or publicity, etc.;
- Could lead to an individual being refused employment as a result of inaccuracies being disclosed during authorised vetting checks;
- Affect an individual's privacy or subject rights under any of the privacy legislation.

Intermediate Errors

- Those which could cause unnecessary and unreasonable delay in locating information, files, case papers etc.;
- Could reasonably be expected to cause minor inconvenience to the subject;
- Any substantiating force record whether a paper record or system record cannot be located within 30 minutes, but is subsequently produced within 24 hours.

Minor Errors

- Those, which have little consequence, do not affect any computer or other processing, or will be circumvented by normal work practices. Examples of these will include spelling mistakes not categorised as major errors, times of incidents, value of property, slight variations in height etc.
- Inability to locate force record.

(It should be noted that most of these occurrences could lead to financial compensation being paid).