

Our Reference: COM 2003 02112

**ipcc**

independent  
police complaints  
commission

3 January 2006

comisiwn cwynion  
annibynnol  
yr heddlu

Mrs M Bulbeck

**Code A**

Eastern Avenue  
Wentworth Lane  
11, Melbourn  
Cardiff, CF11 3JA

Tel/Ffôn: 029 2024 5400  
Fax/Ffacs: 029 2036 1967  
Email/E-bost: enquiries@ipcc.gsi.gov.uk  
Web/Gwefan: www.ipcc.gov.uk

Dear Mrs Bulbeck

**Re: Your Complaint against Hampshire Police**

Further to my phone conversation with Mr Wilson who was speaking to me on your behalf, I agreed to send a brief outline of what our office has done in order to address your complaint since it was moved to Cardiff.

Mr Wilson also asked me to speak to Mr John Wadham in order to arrange a time for Mr Wadham to contact him. Mr Wilson wanted to discuss the public apology that was released by the IPCC regarding your complaint. I spoke with the Commission's Secretary and secured Mr Wadham's agreement that he would call to discuss the apology. Mr Wadham will be on annual leave until 17 January 2006. Upon Mr Wadham's return either Liz Semple or I will be in touch with Mr Wilson to ensure that Mr Wadham contacts him at a time that is convenient.

Liz Semple, the casework manager for this file, will be back from her annual leave on 6 January 2005 and will be happy to address any further concerns you may have.

Yours sincerely

**Code A**

Wane Carter

**Senior Casework Manager  
Independent Police Complaints Commission (IPCC)**

## Overview of Gosport Memorial Hospital Complaint from receipt in the Cardiff Office

**25/9** Casework Manager Rebecca Fuhr contacted Rebecca Marsh in order to make her aware of the issues surrounding the complaint.

**18/10** The Commissioner's PA is asked to find a date in the diary for a meeting with Rebecca Fuhr, the liaison person for the Hampshire (Liz Semple) and the Senior Casework Manager (Jane Carter)

**1/11** A meeting is held with the Casework Manager (Rebecca Fuhr), Commissioner (Rebecca Marsh), Liaison person (Liz Semple) and Senior Casework Manager (Jane Carter). The purpose of the meeting is for the casework manager to take everyone attending through the file, what has been done up to this point and to get direction from the Commissioner on next steps.

**Early November** The Commissioner discusses moving the file to Cardiff with Jane Farleigh the Regional Director. Both agree that the file needs to be more closely managed. Jane Carter the Senior Casework Manager is consulted in order to determine which casework manager should manage the file.

**10/11** The file is packed and sent with a courier company to the Cardiff office.

**17/11** Liz Semple is allocated the file. She is the liaison Casework Manager for the Hampshire Constabulary and one of our most experienced Casework Managers.

**21/11** Liz Semple organizes a letter to go out in the Regional Director's name updating complainants and explaining why the file has been moved to the Cardiff office.

**24/11** Diane Allen Rebecca Marsh's PA sends out a letter to the complainants involved requesting dates for a meeting with the Commissioner.

**28/11** Liz Semple completes a timeline of events in order to brief the Commissioner on what has happened with the file to date. The Commissioner speaks with Liz regarding the timeline and agrees to consult the John Wadham before suggesting a way forward

**29/11** Liz Semple completes a minute outlining all the factors in the investigation and suggestions for what should be done at this stage. This minute is sent to the Commissioner, Jane Farleigh, John Wadham and Jane Carter. Jane Farleigh requests an update on the file.

**1/12** Liz Semple sends a letter to the Hampshire Constabulary asking for a list of documents relating to the complaint.

**5/12** Liz Semple and Jane Carter attend a meeting with Jane Farleigh outline what has been done with the file to date and what the Commissioner is recommending as the way forward.

**6/12** Final meeting attended by Liz Semple, Jane Carter and the Commissioner Rebecca Marsh. This meeting ensures there is consensus between the Regional Director and the Commissioner. An agreed list of action points are drawn up and signed off by the Commissioner the following day.

**8/12** Liz Semple sends a response to one of the Complainant's previous emails addressing all the questions listed after consulting with the Commissioner and John Wadham.

**4/1** Superintendent Ogden attends the Cardiff office to discuss a separate complaint matter. However Liz Semple is able to speak with her briefly to chase up the requested documents list.

Please note Diane Allen has done further work to arrange meeting with the Commissioner but I do not have access to her diary in order to address this additional contact