

ipccindependent
police complaints
commissioncomisiwn cwynion
annibynnol
yr heddluEastern Business Park
Wern Fawr Lane
St Mellons
Cardiff CF3 5EA

Tel/Ffôn: 029 2024 5400

Fax/Ffacs: 029 2036 1967

Email/E-bost: enquiries@ipcc.gsi.gov.uk

Web/Gwefan: www.ipcc.gov.uk

Our Reference: COM 2003 002112

Mrs M Bulbeck

Code A

21 November 2005

Dear Mrs Bulbeck

I am writing about your complaint against Hampshire Police and to update you on the current status of your case.

You will be aware that the Commissioner originally responsible for your case, Laurence Lustgarten, has been on a prolonged period of sick leave. Because of this it was decided to change the responsibility for complaints against Hampshire police force to another IPCC Commissioner. Rebecca Marsh is the IPCC Commissioner for Gloucestershire and Avon and Somerset police forces and she has also agreed to take on the responsibility for Hampshire police. Rebecca Marsh is based out of our Cardiff office. Because of the potential difficulties in working at a distance from the Casework Manager in London, Rebecca Fuhr and to ensure that your complaint receives the full attention of the Commissioner, your case along with other Hampshire cases have now been reallocated to the Wales and South West Regional office in Cardiff. Taking into account the reallocation of cases, a new Casework Manager has also been appointed to assist the Commissioner who will be monitoring your complaint closely. A handover between Rebecca Fuhr and the new Casework Manager has now been undertaken to ensure a smooth transition.

We hope that a new Commissioner and a new Casework Manager will provide a fresh outlook on the case, and that the most satisfactory possible resolution is reached for all parties. The new Casework Manager is Liz Semple and she will be writing to you in the next two weeks to introduce herself and to let you know what our next steps will be. If you have any queries in the meantime, please do not hesitate to contact me or Liz. We can both be contacted on the number at the top of this letter.

You will be aware that we have accepted that our handling of your complaint fell below our normally high standards. The Deputy Chairman and the new Commissioner, Rebecca Marsh will be in touch with you in the near future to arrange a meeting where this can be discussed in more detail.

Yours Sincerely,

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Jane Farleigh
Regional Director
Independent Police Complaints Commission