

**Code A**

07 May 2002

Chief Constable Paul R Kernaghan  
Police Headquarters  
West Hill  
Romsey Road  
WINCHESTER  
Hampshire  
SO22 5DB

Dear Chief Constable Kernaghan

#### FORMAL COMPLAINT

I am writing to make formal complaint against Detective Superintendent John James. I first contacted Detective Superintendent James in October 2001 after reading newspaper articles regarding deaths at Gosport War Memorial Hospital and expressed my concerns about the level of care my mother received. My husband and I then attended a meeting with him in November 2001 to discuss his reasons for not investigating these cases any further. At the time we thought he was very sincere and understanding and had taken our complaint regarding the care of my mother Mrs Dulcie Middleton seriously. James also commented that he had elderly parents himself and would not like them to go through what ours had done. James said he would forward the names of the other people making complaints so that we could get together to take appropriate action. At this point we felt that James was advising us to take this matter further. He then sent us the names and addresses of the other families involved. We were also advised that if we applied to the force solicitor we would be able to access the independent medical reports that had been commissioned.

Despite contacting the police regarding my concerns at no time has Detective Superintendent James visited us or contacted us with regards to making a statement. To date it does not appear that my mother's case has been investigated at all so we are most unsatisfied that James has 'closed' the investigation. The reasons for closing the investigation were given as "lack of evidence" but how can this be so when the majority of the cases, mine included, have not even been investigated in any way.

My mother was transferred from Haslar where she was making very good progress for rehabilitation after having a stroke. She was in good mind and looking forward to the help she hoped to receive. I am concerned that after the 1998/99 enquiries into the complaints and deaths at the hospital that improvements were supposed to be in place. This clearly was not the case and none of this has helped my mother. Had I known there had been problems within the hospital she most certainly wouldn't have gone there.

I would like the police to investigate my mother's case there was certainly negligence if nothing more sinister. I am still waiting to receive my mother's medical files but I am sure these will confirm my fears rather than allay them.

I would hope that after all the publicity and worried people you can see that there is a clear case to be answered.

I look forward to your prompt reply.

Yours sincerely

Mrs Marjorie Bulbeck

Copies to:   Police Complaints Authority  
                  Alan Milburn MP  
                  David Blunkett MP