

Other Document Form

Number

D1242

Title COPY LTR DEC READHEAD TO MRS MACKENZIE WITH EMAILS

(Include source and any document number if relevant)

Receivers instructions urgent action Yes No

Document registered / indexed as indicated

No(s) of actions raised

Statement readers instructions

Indexed as indicated

No(s) of actions raised

Examined - further action to be taken

Further actions no(s)

Receiver
Code A

O/M	SIO

Indexer

When satisfied all action raised Office Manager to endorse other Document Master Number Form.

Code A

From: Williams, David M
Sent: 04 December 2004 09:02
To: Niven, Nigel
Cc: Code A
Subject: FW: OP ROCHESTER Gillian McKenzie.

From: Code A
Sent: 03 December 2004 10:55
To: Williams, David M
Subject: RE: OP ROCHESTER Gillian McKenzie.



L Mrs MacKenzie
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As requested.

From: Williams, David M
Sent: 03 December 2004 09:33
To: Code A
Subject: FW: OP ROCHESTER Gillian McKenzie.

Hazel..

Could you please send me a copy of Mr READHEADS response to Mrs MCKENZIE..
 Thanks.DW.

From: Williams, David M
Sent: 02 December 2004 10:57
To: Code A
Cc: Code A
Subject: FW: OP ROCHESTER Gillian McKenzie.

From: Williams, David M
Sent: 26 November 2004 11:50
To: Readhead, Ian
Cc: Code A
Subject: OP ROCHESTER Gillian McKenzie.

Sir..

I understand that Gillian MCKENZIE contacted you on 25th November regarding Code A
 Code A and raising concerns that I am not responding to her calls.

The level of contact with Mrs McKenzie has remained high throughout 2004.

There are 72 recorded contacts between OP ROCHESTER Staff and Mrs McKenzie throughout 2004...16 of these contacts have been made during October and November 2004.. I have spoken with her personally on 16th September and 4th October and have also updated her legal representative Mr Ken WHITE of Cornfield Law. I have received further messages from making observations about her mothers case on my answer-phone which have been noted.

Nigel NIVEN wrote to Mrs McKenzie on 24th November 2004 informing her that work in respect of her case was ongoing.

(Given the extensive concerns raised by Mrs McKenzie regarding the care afforded to her mother Gladys RICHARDS we have had the case further independently reviewed by the legal medico lawyer who has recommended that the papers be sent to the final reviewing experts..however they are looking at priority cases first. I would not expect them to commence work on the RICHARDS case until early next year).

Earlier in the year Mrs McKENZIE was speaking to various members of the Operation ROCHESTER team and as a result was not receiving a consistency of response.

I wrote to Mrs McKenzie on the 6th August 2004 asking her to refrain from making regular contact with various members of the investigation team who were actively pursuing the investigation and as such would not have detailed particular knowledge of her case. I reiterated my telephone request of the 13th July that all future contact should be made through the dedicated family liaison officer Code A

Regards.

DW.

Hampshire Constabulary
Police Headquarters
West Hill
WINCHESTER
Hampshire
S022 5DB

Tel: 0845 045 45 45
Fax: 01962 871189

I.R Readhead LL.B
Deputy Chief Constable

Your Ref:
Our Ref: Operation Rochester

Date: 23rd November, 2004.

Mrs. G.M. MacKenzie

Code A

Dear Mrs Mackenzie,

I am responding to your letter dated 6th August 2004, addressed to the Chief Constable, but which was passed to me to conduct some enquiries.

I apologise for the delay in responding finally to your letter, but it was necessary to review old case papers and obtain further information from the Operation Rochester investigation. I have now also had the opportunity to consider legal advice given to the Chief Constable in relation to this matter.

In your letter you advise that you wish to make a 'formal complaint of a Code A

Code A

Thank you for bringing this matter to my attention, but I have to advise you that I do not intend to record this allegation as a crime, and subsequently I do not intend to conduct a criminal investigation.

Yours sincerely

Code A

I.R. Readhead
Deputy Chief Constable