



HAMPSHIRE CONSTABULARY

Complaint Against Police By Members of the Public **RESTRICTED**

Mr. B.F. PAGE.

** COPY **

This form may be used for complaints against regular police officers.

It must not be used in cases of complaints against any other category of employee of the Hampshire Constabulary.

Important guidelines to officers receiving complaints are outlined on the guidance notes and in Force Standing Orders D2, paragraphs 1 - 26.

Professional Standards Department provide 24 hour senior officer cover for advice and guidance, contact is through F.C.R.

In particular, this officer **must** be contacted in the event of the arrest of a police officer, or where serious injury has allegedly been caused to a member of the public by a police officer. Please note that there is no requirement to notify the duty Professional Standards officer when a routine complaint is received on division.

| To | Date |
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| To | Date |
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1 COMPLAINANT

Name Mr. Bernard Frederick PAGE

Age
Po
Ho
Pre

Code A

2 COMPLAINANTS AGENT (see notes of guidance, section d)

Name N/A

Address

Post Code Relationship to Complainant

Home Tel Work Tel

3 COMPLAINT RECEIVED

Date 29-5-02 Time 1130 Place HOME ADDRESS

Officer receiving C/SUPT D. CLACHER

Method of receipt PERSONAL

4 OCCURRENCE

Date — Time BETWEEN 2001/2002 Place

5 OFFICER(S) COMPLAINED OF (see notes of guidance, section e)

Rank(s), Number(s), Name(s) and Station(s)

1 Det Supt. John JAMES 2
MIR - Falton.

3 4

5 6

BP



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SELF DEFINED ETHNICITY CODES '16 + 1' (Census 2001) Classification

| Ethnic Group | | Cultural Background | |
|-------------------------------|----|----------------------------|-----|
| White | W | White - British | W1 |
| | | White - Irish | W2 |
| | | Any other White background | W9 |
| Mixed | M | White & Black Caribbean | M1 |
| | | White & Black African | M2 |
| | | White & Asian | M3 |
| | | Any other Mixed Background | M9 |
| Asian or Asian British | A | Asian - Indian | A1 |
| | | Asian - Pakistan | A2 |
| | | Asian - Bangladeshi | A3 |
| | | Any other Asian Background | A9 |
| Black or Black British | B | Black - Caribbean | B1 |
| | | Black - African | B2 |
| | | Any other Black Background | B9 |
| Chinese or Other Ethnic Group | O | Chinese | O1 |
| | | Any other Ethnic Group | O9 |
| Not Stated | NS | Called Away | NS1 |
| | | Public Order Situation | NS2 |
| | | Declined | NS3 |
| | | Could Not Understand | NS4 |

Please ask the complainant what they consider to be the appropriate ethnic group for themselves from the list above and enter in the box below:

PNC ID CODES

| | | |
|---|----------------|-------------------------------------|
| 1 | White European | <input checked="" type="checkbox"/> |
| 2 | Dark European | <input type="checkbox"/> |
| 3 | Afro Caribbean | <input type="checkbox"/> |
| 4 | Asian | <input type="checkbox"/> |
| 5 | Oriental | <input type="checkbox"/> |
| 6 | Arab | <input type="checkbox"/> |
| 0 | Unknown | <input type="checkbox"/> |

Please tick the appropriate box, according to your assessment of the complainants ethnicity (using the PNC codes above)

BP



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NATURE OF COMPLAINT (eg Assault, Incivility, etc)

- Neglect of duty - On the basis that following a formal complaint being lodged on 9.4.01, no follow up statement or contact was made.
- Poor communication - No explanation as to the process or direction that the 'so-called' investigation was taking until well after the 'final' decision was made.

- 7 PCA Leaflet given Yes No
- Is the complaint suitable for Informal Resolution? (see page 5 para 12) Yes No
- Are complaints sub-judice? (see notes of guidance section c) Yes No (possible)

If so, state:- Court NO Date

or Police bail to (stn) N/A. Date

8 Officer completing CD 1

Name C/SUPT D. CLACHER Station KQ FRATTON

Rank C/SUPT No. 7020 Date 29-5-02

9 FULL CIRCUMSTANCES OF INCIDENT FROM WHICH COMPLAINT(S) EMANATED

This account is not subject to the rules of evidence therefore hearsay and opinion can be stated so long as they are relevant and of benefit to the complaint or enquiry. Outline any action taken upon receipt including preservation of evidence. Note - this form may be subject to Court disclosure.

Mr. Page has produced his own statement which outlines all of his concerns about his witness's court at the Gosport War Memorial Hospital (GWMH) and the poor response from the police. The statement is marked BFP-1.

- stated desired outcomes are:-

- Full review of the current enquiries into this case
- The taking of a 'detailed' witness statement with due reference to any witness's medical notes
- As a consequence of the evidence I can supply the re-opening of this case with a full and proper investigation taking place, in conjunction with other cases I'm aware of

Continue at Section 13 if necessary



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10 Full details of any injuries to complainant (see notes of guidance section j for serious injuries)

Notes: Any injury should be photographed. List injuries precisely or state if none visible

N/A

11 IMMEDIATE RESOLUTION OF MINOR COMPLAINTS

A formal complaint must be dealt with by an officer of the rank of Inspector or above. However there is nothing to prevent any officer (of the rank of Sergeant or above) initially dealing with a minor complaint, indeed it is to be encouraged in all appropriate cases. It has been found that many people merely require a sympathetic and helpful examination of police actions.

Any supervisor can attempt conciliation, the officer may give an explanation of the police action, or put right an obvious omission or wrong and may apologise on behalf of the Force.

If the officer is present and is willing to give an explanation of the incident it may well be that the complainant will accept that explanation.

The supervisor may not make an apology on behalf of an officer complained of unless the officer concerned gives permission for this to happen.

IMMEDIATE RESOLUTION IS DIFFERENT FROM INFORMAL RESOLUTION, IN THAT SERGEANTS ARE PERMITTED TO UNDERTAKE IT. IN ALL OTHER RESPECTS IT IS ESSENTIALLY THE SAME. SUPERVISORS ARE ENCOURAGED TO ATTEMPT IMMEDIATE RESOLUTION IN APPROPRIATE CASES. IF THIS COURSE OF ACTION IS LIKELY THEN THE SUBMISSION OF THIS FORM CAN BE DELAYED FOR 72 HOURS. **(Remember this is respect of minor complaints only and care should be taken to ensure that no evidence will be lost in attempting immediate resolution).**

Please provide a short resume of action taken here, and invite the complainant to sign below:

See previous page

Code A



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I have read the information overleaf and confirm that I am satisfied with the action taken and consider my complaint satisfactorily dealt with.

Name

N/A

Date

Signature

*In such cases the submission of the form may be delayed by up to 72hrs, (as it may be in cases for immediate resolution as well)

12 INFORMAL RESOLUTION PROCEDURES

If not immediately resolved, another method of disposal other than formal proceedings is possible, that of Informal Resolution (IR). Informal Resolution is intended to provide a flexible and simple procedure for dealing with complaints of a minor nature.

In cases where Informal Resolution is considered suitable, the complaint will usually be recorded by the officer receiving it and submitted in the normal way. However an Inspector may decide to seek I.R. at the point of completing the CD/1, in suitable cases, and may thus use this section to achieve it.

Once the file has been received at Professional Standards, if Informal Resolution is considered suitable, an officer will be nominated to act as the Appointed Officer (AO). This will normally be the Chief Inspector from the division where the complaint occurred.

12a For use by the A.O. in completing I.R.

Please use this section to complete I.R. You must inform the complainant.

- (i) The word "**Informal**" is not seen as a judgement on the validity or importance of any incident giving rise to a complaint.
- (ii) That a record of the complaint and its resolution will be retained by PSD for 6 years.

For signature by a complainant accepting informal resolution.

"I accept that my complaint has been informally resolved"

Name

N/A

Date

Signature

NB. If acceptance of an informal resolution is conditional upon a request that can readily be met, E.g. that an officer is made aware of the complainant's views – please seek to complete a brief MG11 to this effect – Including the condition(s) and the acceptance of I.R. Please note that an apology must not be given on behalf of any individual officer unless that officer gives an informed consent.



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13 ADDITIONAL INFORMATION

(From Section 9 or 11)



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14 OTHER ACTION BY OFFICER RECEIVING COMPLAINT

If available, all of the following should be dealt with by the officer receiving the complaint.

Custody Record copied and attached Yes No N/A

Premises Search Record copied and attached Yes No N/A

HORIS Log copied and attached Yes No N/A

Consent to Medical Record form attached Yes No N/A

Copy of PNB entry for all officers involved Yes No N/A

NIP served Date Yes No N/A

Photographic evidence : N.B. police Photographer to be used

Photographers Name

What taken, when

Video evidence :

Origin of

Brief content

Where stored and reference

Details of any witnesses known (list on continuation sheet) Yes No

Any other relevant evidence (list on continuation sheet) Yes No



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**15 Observations and recommendations of Divisional Commander to:
HEAD OF PROFESSIONAL STANDARDS**

[Empty box for observations and recommendations]

Date Stamp

16 DIRECTIONS OF HEAD OF PROFESSIONAL STANDARDS

| | | |
|---|--|-------------------------------------|
| S.69 | S.69 | S.70 |
| IR at source <input type="checkbox"/> | Sub-Judice <input type="checkbox"/> | Refer to PCA under |
| AO to assess suitability of IR <input type="checkbox"/> | Withdrawn <input type="checkbox"/> | SS 1(a)(i) <input type="checkbox"/> |
| AO to attempt IR <input type="checkbox"/> | Appoint IO <input checked="" type="checkbox"/> | 1(a)(ii) <input type="checkbox"/> |
| | | 1(b) <input type="checkbox"/> |
| | | 2 <input type="checkbox"/> |
| | | Appoint IO <input type="checkbox"/> |

Code A

Received HQ, Professional Standards

Head of Professional Standards

HAMPSHIRE CONSTABULARY
HEADQUARTERS
01 JUL 2002
PROFESSIONAL STANDARDS

HAMPSHIRE CONSTABULARY
PROFESSIONAL STANDARDS
03 JUN 2002
CHIEF SUPERINTENDENT
HEAD OF DEPARTMENT

Bl



HAMPSHIRE CONSTABULARY

WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; MC Rules 1981, r.70)

Page No. : 2

Continuation of Statement of : Bernard Frederick PAGE

Statement of: Bernard Frederick PAGE

Age if under 18: 0/18

(if over 18 insert 'over 18')

Occupation: Code A

This statement (consisting of _____ page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Signature: Bernard Page

Date: 24th June 2002

I am Bernard Frederick PAGE, residing Code A

This is a formal statement as regards a complaint I have regarding the police investigation carried out regards the circumstances of the death of my mother at the Gosport War Memorial Hospital in March 1998.

My mother, Mrs Eva Isobel Page Code A was admitted to the Queen Alexandra Hospital, Cosham, Portsmouth, on the 6th February, 1998. She was discharged and transferred to the GWMH on the 27th February, 1998, and subsequently died at 1930 hrs on the evening of the 3rd March, 1998.

Following media coverage in the Portsmouth News on Saturday 7th April, 2001, I raised concern regarding the treatment my mother had received whilst under the care of the medical and nursing staff of GWMH.

I discussed my concerns with my wife and eldest daughter who were involved in visiting, and the discussions with staff whilst my mother was in the QAH and GWMH. After discussing our personal recollections, it became clear there were areas which were of a concern to us.

On Monday, 9th April, 2001, I contacted Code A by phone, who I understood to be a member of the investigation team, investigating deaths at GWMH. He requested I write to him detailing my areas of concern and promised that the death of my mother would be investigated.

The letter dated 9th April, 2001 (produced by reference BFP/EIP/1, was a true recollection of events as we remembered them. The letter was signed by myself, my wife (Marguerite Page) and my eldest

Signed : **Bernard Page**

Signature witnessed by : **M. Wise Insp** Code A

RECEIVED



HAMPSHIRE CONSTABULARY

WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; MC Rules 1981, r.70)

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Continuation of Statement of : Bernard Frederick PAGE

daughter (Samantha Page). The letter was delivered by hand myself to Kingston Crescent police station at 1900 hrs on Tuesday 10th April 2001. Det Sgt Code A rang me at work the following day and confirmed receipt of my letter and again promised that the events of my mother's death would be investigated.

I believed that this letter would constitute a formal complaint concerning the treatment of my mother.

I heard nothing from the police enquiry team until a letter dated 15th November, 2001, arrived, informing me that police enquiries were still continuing and to draw my attention to an investigation being conducted by the Commission to Health Improvement (produced by reference BFP/EIP/2).

On the 21st November, 2001, I had a meeting with an enquiry team from the Commission for Health Improvement (CHI) and as written in my letter that day, I was still under the impression that I had made an official police complaint concerning the treatment of my mother.

On the 13th February, 2002, I received a second letter from Hampshire Constabulary, signed by Detective Superintendent J. JAMES (produced by reference BFP/EIP/3). The letter quotes "Enquiries" rather than an investigation as I was told it would be. It also stated that no further action would be taken. Mr. James offered me the opportunity with other concerned relatives to attend a meeting to explain his position.

On Friday 22nd February 2002, I attended Fratton Police Station and listened to Mr. James explain his own personal reasons as to why no further action would be taken on the death of my mother or any other patient.

He stated that he had commissioned two medical expert reports and that they were critical of the treatment some patients received. Mr. James stated that he would release these reports to the relatives of

Signed : **Bernard Page**

Signature witnessed by : **M. Wise Insp** Code A

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WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; MC Rules 1981, r.70)

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Continuation of Statement of : Bernard Frederick PAGE

those patients who had been reported on. He also stated that he would write to us, after his holiday, confirming the format and correct wording for our letters to enable him to release these reports to us.

It was at the end of this meeting that I was informed for the first time that my mother was one of four deaths reported on by these medical experts.

On the 27th February, 2002, I received a further letter from Mr. James. I found the letter to be confusing and unclear as regards obtaining these medical reports. I therefore asked a Solicitor to translate the content of this letter who advised that it would be highly unlikely that the police would release them without a Court Order, and would then also possibly oppose their release. (Produced by reference BFP/EIP/4).

I was unable to contact Mr. James by phone.

I waited unto the 26th March, 2002 when I obtained my mother's medical notes from the Portsmouth Hospital Trust. After examining her notes and getting an independent medical professional opinion, I found several areas of grave concern. Issues concerning the stopping of her daily medication without reason, the prescription and use of opiates including diamorphine when her notes clearly stated she was not in pain and the cause of death stated on the death certificate had not been confirmed in her medical notes, caused me to believe that a full police investigation was required into her death.

However, it now appears that the police have not conducted a thorough investigation and I wish to formally make a complaint against Det Supt James on the following grounds:

1. No attempt has ever been made to contact my wife, daughter or myself in order to obtain a full written statement or confirming my initial complaint.

Signed : **Bernard Page**

Signature witnessed by : **M. Wise Insp** Code A

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WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; MC Rules 1981, r.70)

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Continuation of Statement of : Bernard Frederick PAGE

2. No attempt has been made to contact us in order to confirm what I believe to be important facts in my letter relating to my mother and which are of a similar nature to other deaths at the hospital.
3. No contact was ever made with me to explain the process, or direction that the so-called investigation was taking until well after the final decision had been made.
4. There is one notation in her notes that if true would indicate an intent to kill (dated 27.2.98). This should have been noted by any police investigation and investigated further.
5. I deem it disgraceful that Mr. James's promise of release of the medical reports relating to my mother's death was never forthcoming. The failure of the police to release them to me as the next of kin, is made worse as every nurse, doctor and Health Authority responsible for the care and well being of my mother have access to them & read them.
6. It would appear from the letter dated 15th Nov 2001 (reference BFP/EIP/2) that the police had already contacted CH1 and possibly supplied them with evidential material to support their enquiry prior to this date. I would ask if this is normal practice and question the ethic of supply of such evidence prior to deciding if there was sufficient evidence to proceed with a criminal case against the hospital. Therefore, had Det Supt James already made the decision not to continue with the case at this stage? I would also ask if any of the other agencies (GMC, Nursing and Midwifery Council) had also been sent evidential papers.

This is the basis of my complaint, but also refer to my communication with the Chief Constable, and ask that this formal complaint now be fully investigated.

Signed : **Bernard Page**

Signature witnessed by : **M. Wise Insp** Code A

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WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; MC Rules 1981, r.70)

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Continuation of Statement of : Bernard Frederick PAGE

Other interested parties, such as the local M.P. Mr. Viggers and the local NHS Trust, have reported to the local press that a full police investigation has been carried out, which I believe is not the case.

(Newspaper article produced by reference BFP/EIP/5).

Bernard Page

Signed : **Bernard Page**

Signature witnessed by : **M. Wise Insp** Code A

RESTRICTED