



## Complaint Against Police By Members of the Public RESTRICTED

Page 1 of 9

Mr. B.F. PAGE.

A COPY A.

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.

То	Date		То	Date
				8

THIS DOCUMENT MAY BE DISCLOSABLE



**HAMPSHIRE CONSTABULARY** 

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

Name Mr. Bernan	d Frederich PAGE
Ac	
Po	Gode A
Нс	JUGG A
Pre	
COMPLAINANTS AGENT (see	notes of guidance, section d)
Name N/A	
Address	
Annual manual manual application of a constitution of the constitu	
Post Code	Relationship to Complainant
Home Tel	Work Tel
COMPLAINT RECEIVED	
Date 29-5-02 Time 11	130 Place Home ADDRESS
Officer receiving C(Supr	D. CLACHER
Method of receipt PERSonk	2
OCCURRENCE	WEEN 2001/2002
Date Time	Place
OFFICER(S) COMPLAINED OF Rank(s), Number(s), Name(s) and S	(see notes of guidance, section e)
1 Deb Sapt. John JA	MES 2
MIR - Fallon.	
	Company of the Compan
3	* A ·
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# SELF DEFINED ETHNICITY CODES '16 + 1' (Census 2001) Classification

		Cultural Background	
Ethnic Group		White – British	(W)
White	(W)	White — Irish Any other White backgound White & Black Caribbean	W2 W9 M1
Mixed	М	White & Black African White & Asian Any other Mixed Background	M2 M3 M9
Asian or Asian British	A	Asian – Indian Asian – Pakistan Asian – Bangladeshi Any other Asian Background Black – Caribbean	A1 A2 A3 A9 B1
Black or Black British	В	Black - Carlocean  Black - African  Any other Black Background  Chinese	B2 B9
Chinese or Other Ethnic Group	0	Any other Ethnic Group  Called Away	09 NS1
Not Stated	NS	Public Order Situation Declined Could Not Understand	NS2 NS3 NS4
		wists othnic group for themselves from the li	st above

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

		KZ
1	White European	<u> </u>
	Dark European	
2	Afro Caribbean	
3	Asian	
	Oriental	
3	Arab	
0	Unknown	
\ U	Jima to vo	ur occossmet

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

BR





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g'lodged on oor commun of the '20-4 reision was	ty - & The basis 9.4.01, up follow a ication - No explan- colled' investigation a made.	up strewent nation as to he no behing with	or contact process or mell after to	wis un direction w 'twirl'
Leaflet given				No □
complaint suitab	le for Informal Resolution? (s	ee page 5 para 12)	Yes	No 🔀
omplaints sub-jud	lice? (see notes of guidance se	ction c)	Yes [	] No 🗵 (Pa
state:- Court	<b>70</b>		Date	A
lice bail to (stn)	Ala.	A STATE OF THE STA	Date	
er completing CD	1			
CLSUPT	P-CLACHER	Station	KOL FRATTO	<b>~</b>
CLSUPT	No.	7020	Date 29-5-	-02
CIRCIMSTAN	CES OF INCIDENT FROM	regional processor and the contract of the con	participation of the section of the	enstr i ri i
		rore nearsay and opin	ion can be stated s	
account is not subject the relevant and of the relevant and of the relevant of evidence on the relevant to the	cet to the rules of evidence there benefit to the complaint or enqual. Note – this form may be subjected his	iry. Outline any action court disclosure states	went whie	h
account is not subject the relevant and of the relevant and of the relevant of evidence on the relevant to the	penefit to the complaint or enqu . Note – this form may be subjection	iry. Outline any action court disclosure states	went whie	h
account is not subject the relevant and of the relevant and of the relevant of evidence on the relevant to the	penefit to the complaint or enqual Note – this form may be subjected his	iry. Outline any action court disclosure states	went whie	h

due reference to my author's medical holes As a consequence of the evidence I can supply the re-opening of his case with a full and proper investigation taking place, in conjunction into other cases I'm award 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 NIA

#### 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 SEGEANTS ARE PERMITTED TO UNDERTAKE IT. IN ALL OTHER RESPECTS IT IS ESSENTUALLY 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 pape

Code A



12

12a

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

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)
INFORMAL RESOLUTION PROC	EDURES
If not immediately resolved, another a Informal Resolution (IR). Informal Realing with complaints of a minor na	method of disposal other than formal proceedings is possible, that of esolution is intended to provide a flexible and simple procedure for ture.
officer receiving it and submitted in the	considered suitable, the complaint will usually be recorded by the ne normal way. However an Inspector may decide to seek I.R. at the ble cases, and may thus use this section to achieve it.
Once the file has been received at Pro-	forcional Chandanda (CT.C. ID. I.)
officer will be nominated to act as the from the division where the complaint	fessional Standards, if Informal Resolution is considered suitable, an Appointed Officer (AO). This will normally be the Chief Inspector occurred.
officer will be nominated to act as the	Appointed Officer (AO). This will normally be the Chief Inspector occurred.
from the division where the complaint	Appointed Officer (AO). This will normally be the Chief Inspector occurred.
For use by the A.O. in completing I.R.  Please use this section to complete I.R.	Appointed Officer (AO). This will normally be the Chief Inspector occurred.
For use by the A.O. in completing I.R.  Please use this section to complete I.R.  (i) The word "Informal" is not seen a rise to a complaint.	Appointed Officer (AO). This will normally be the Chief Inspector occurred.  You must inform the complainant.
For use by the A.O. in completing I.R.  Please use this section to complete I.R.  (i) The word "Informal" is not seen a rise to a complaint.  (ii) That a record of the complaint and	Appointed Officer (AO). This will normally be the Chief Inspector occurred.  You must inform the complainant.  as a judgement on the validity or importance of any incident giving lits resolution will be retained by PSD for 6 years.
For use by the A.O. in completing I.R.  Please use this section to complete I.R.  (i) The word "Informal" is not seen a rise to a complaint.	Appointed Officer (AO). This will normally be the Chief Inspector occurred.  You must inform the complainant.  as a judgement on the validity or importance of any incident giving lits resolution will be retained by PSD for 6 years.

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.



CDI

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13 ADDITIONAL INFORMATION

(From Section 9 or 11)





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OTHER ACTION BY OFFICER RECEIVING	COMPLAINT			
If available, all of the following should be dealt wit	h by the officer receiving	g the comp	laint.	
Custody Record copied and attached		Ye	s 🗌 No 🗌	N/A 🔲
Premises Search Record copied and attached		Ye	s 🗌 No 🗌	N/A
HORIS Log copied and attached		Ye	s 🗌 No 🗌	N/A 🔲
Consent to Medical Record form attached		Ye	s 🗌 No 🗌	N/A 🔲
Copy of PNB entry for all officers involved		Ye	s 🗌 No 🗌	N/A 🗌
NIP served	Date	Ye	s 🗌 No 🗍	N/A 🔲
Photographic evidence: N.B. police Photographer t	o be used			
Photographers Name			i	
What taken, when			•	
Video evidence:				
Origin of		1. ************************************		
Brief content				
Where stored and reference				
Details of any witnesses known (list on continuation	sheet)		Yes No	
Any other relevant evidence (list on continuation sh	eet)		Yes \( \sum \) No	э П



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and annual a	HEAD OF I	PROFESSIONAL STA	ANDARDS	
<b>DIRECTIONS OF</b> S.69	HEAD OF I	PROFESSIONAL STA	ANDARDS	S.70
THE RESIDENCE OF THE PARTY OF T	HEAD OF I		ANDARDS	Refer to PCA under
S.69 IR at source AO to assess	HEAD OF I	S.69	ANDARDS	Refer to PCA under SS 1(a)(i) [ 1(a)(ii)
S.69	HEAD OF I	S.69 Sub-Judice	ANDARDS	Refer to PCA under SS 1(a)(i) [

Received HQ, Professional Standards

HAMPSHIRE CONSTABULARY **HEADQUARTERS** 0 1 JUL 2002 PROFESSIONAL STANDARDS

Head of Professional Standards

HAMPSHIRE CONSTABULARY PROFESSIONAL STANDARDS

0 3 JUN 2002 CHIEF SUPERINTENDENT HEAD OF DEPARTMENT







#### 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 Bernard Frederick PAGE Statement of: Occupation: O/18(if over 18 insert 'over 18') Age if under 18: page(s) each signed by me) is true to the best of my knowledge and belief and I make This statement (consisting of 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. 24th June 2002 Bernard Page Signature: I am Bernard Frederick PAGE, residi 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 27<sup>th</sup> February, 1998, and subsequently died at 1930 hrs on the evening of the 3<sup>rd</sup> March, 1998. Following media coverage in the Portsmouth News on Saturday 7<sup>th</sup> 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** h 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

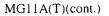
as we remembered them. The letter was signed by myself, my wife (Marguerite Page) and my eldest

**Bernard Page** 

Signed:

Signature witnessed by:

M. Wise Insp Code A





#### 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 10<sup>th</sup> April 2001. Det Sgt Code A ang 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 (CH1) 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 13<sup>th</sup> 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 22<sup>nd</sup> 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.

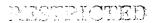
He stated that he had commissioned two medical expert reports and that they were critical of the treatment some patients received. Mr. James stated that he would release these reports to the relatives of

Signed:

**Bernard Page** 

Signature witnessed by:

M. Wise Insp Code A



MG11A(T)(cont.)



# 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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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.

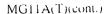
However, it now appears that the police have not conducted a thorough investigation and I wish to formally make a complaint against Det Supt James on the following grounds:

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





#### 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

- No attempt has been made to contact us in order to confirm what I believe to be important facts 2. in my letter relating to my mother and which are of a similar nature to other deaths at the hospital.
- No contact was ever made with me to explain the process, or direction that the so-called 3. investigation was taking until well after the final decision had been made.
- There is one notation in her notes that if true would indicate an intent to kill (dated 27.2.98). 4. This should have been noted by any police investigation and investigated further.
- I deem it disgraceful that Mr. James's promise of release of the medical reports relating to my 5. 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.
- It would appear from the letter dated 15th Nov 2001 (reference BFP/EIP/2) that the police had 6. 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.

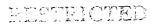
This is the basis of my complaint, but also refer to my communication with the Chief Constable, and ask that this formal complaint now be fully investigated.

Signed:

**Bernard Page** 

Signature witnessed by:

M. Wise Insp Code A



MGHA(T)(cont.)



# **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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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