



HAMPSHIRE CONSTABULARY

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

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

To	Date



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1 COMPLAINANT

Name

Address

Post Code DOB Occupation

Home Tel Work Tel

Previous Convictions Yes No Unknown PSD use only

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

Name

Address

Post Code Relationship to Complainant

Home Tel Work Tel

3 COMPLAINT RECEIVED

Date Time Place

Officer receiving

Method of receipt

4 OCCURRENCE

Date Time Place

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

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

1	<input type="text" value="Det Supt John James."/>	2	<input type="text"/>
3	<input type="text"/>	4	<input type="text"/>
5	<input type="text"/>	6	<input type="text"/>



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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:			
W!			

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)



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NATURE OF COMPLAINT (eg Assault, Incivility, etc)

Performance of duties.

- 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

If so, state:- Court Date

or Police bail to (stn) Date

8 Officer completing CD 1

Name Station

Rank No. Date

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.

Following a stroke and a period of treatment at various hospitals, the complainant's mother, Mrs Dulce Middleton died at Petersfield Hospital on the 2nd September 2001.

During her treatment, in particular at the Gosport War Memorial Hospital, the complainant became seriously concerned at the quality of care and medical treatment given by various members of staff.

As a consequence of reading a local newspaper article highlighting a police investigation surrounding similar issues at the hospital, she contacted the Hampshire Constabulary (MIR Fratton) who informed her they would be back in contact. She was subsequently sent a letter by Det Supt James dated 15th Novemebr 2001 and advised of an ongoing investigation by the Commission for Health Improvement (CHI) and provided details of how to contact them.

Nothing more was heard until she received a further letter which was sent by the same officer dated 13h February 2002. The letter invited her to a meeting with him and also advised her that he had decided not to conduct any further enquiries into patient deaths at the GWMH, which included her mothers case.

At the meeting, Det Supt James indicated the police had obviously carried out some research at the hospital, but what occurred to her was that they had not made any comparisons in the number of deaths at the GWMH with other similar hospitals. (continued)

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

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:

Continue at Section 13 if necessary



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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

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

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)

The complainant attended the meeting in the belief that the police would still be doing something in relation to her complaint based on the fact that they still hadn't obtained a witness statement from her.

The complainant is unhappy with the way the police have investigated the matter, and the fact that nobody has been to see her to obtain details surrounding the death of her mother. She believes the police did not take the severity of the case into account when making their decision.

Mrs Bulbeck did however find Det Supt James to be very sympathetic and genuinely concerned. She would be happy for the matter to be informally resolved once a full investigation or enquiry has been completed into the aspects of the case by Chief Supt Clacher.



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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**

	Date Stamp
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16 DIRECTIONS OF HEAD OF PROFESSIONAL STANDARDS

S.69

IR at source

AO to assess suitability of IR

AO to attempt IR

S.69

Sub-Judice

Withdrawn

Appoint IO

S.70

Refer to PCA under

SS 1(a)(i)

1(a)(ii)

1(b)

2

Appoint IO

Received HQ, Professional Standards

Head of Professional Standards