



**METROPOLITAN
POLICE**

Working together for a safer London

WHAT A JOKE!!!

OPERATIONAL SERVICES

DIRECTORATE OF PROFESSIONAL STANDARDS

DPS Customer Service Team
Jubilee House
230-232 Putney Bridge Road
Putney
London
SW15 2PD

Fax Number: 020 8785 8740
Email: DPSCustomerServiceTeam@met.police.uk

Telephone: 020 8785 8666

Your reference:

Our reference: PC/07160/09

Date: 8th December 2009

Ms Noe"lle Klosterkotter-Dit-Raw'e

Posted on 16 Dec
Took delivery
on 24th

As stated in 3 Dec 09, referred by Office of Sir Paul Stephenson - following my letters to him (and Alan Johnson, Home Office) of 28 Nov 09 and 2 Dec 09

Dear Ms Noe"lle Klosterkotter-Dit-Raw'e

Thank you for bringing your complaint to our attention. We are now reviewing your concerns and we are identifying the most appropriate person to deal with the issue(s) you have raised. We will then send you the contact details of the person dealing with your complaint.

Please send me your telephone number if you have not already done so as this will help us deal with the matter as swiftly as possible.

I have attached an information leaflet explaining the various processes we have for dealing with your concerns.

NOBODY CONTACTED ME FOLLOWING MY REPLY OF 28 DEC 09
Leading me to send this 2 FEBRUARY 2010 letter to PAUL
STEPHENSON, MET COM. ; ALAN JOHNSON, HOME SECRETARY ;
MALCOLM RIFKIND ; ANN ABRAHAM, PHSO

Yours sincerely

Hema Patel
Caseworker
Directorate of Professional Standards
Customer Service Team

If undelivered, please return to:
DPS Customer Service Team
Jubilee House
230-232 Putney Bridge Road
Putney
London SW15 2PD



Sent with 8 Dec 09 letter
from Directorate of Professional
Standards, Jubilee House

What happens next?

If your complaint isn't about the way a police officer or member of police staff has treated you...

Sometimes we receive complaints about things that are matters of policing policy, rather than the behaviour of individuals. An example of this might be where a resident is unhappy about a road closure that's happened as the result of a major sports event.

These complaints will be referred to the Diversity and Citizen Focus Directorate and dealt with as a service issue. If you don't agree, you can appeal to the IPCC, whose details appear on the back cover of this leaflet.

Resolving your complaint locally

The Independent Police Complaints Commission (IPCC) is keen for complaints to be dealt with and resolved at the police station they concern. This means that the individuals you complain about, and their supervisors, will be made aware that you are dissatisfied, and why.

If possible, your complaint will be dealt with and resolved without the need for a formal investigation.

In some cases, the person who complains has the opportunity to discuss their concerns and dissatisfaction with the officer concerned. This is called mediation, and it happens in a neutral and confidential setting.

If your complaint is dealt with and resolved locally, you will receive a letter telling you what has happened as a result of the issues being raised.

If you are not satisfied with the way your complaint has been resolved, you should appeal to the IPCC within 28 days of receiving the letter.

If there is an investigation

Some complaints cannot be dealt with at your local police station. In these circumstances your complaint will be allocated to an Investigating Officer.

The Investigating Officer will contact you and if necessary arrange to meet you. This can happen in the presence of your solicitor, or a member of your family or a friend. Every 28 days, you will be given an update on the progress of the investigation.

At the end of the investigation, you will be told what has happened. Usually, you could expect to receive a copy of the investigator's report. If you don't, the Investigating Officer will explain the reasons why.

You will also be told if any action is going to be taken against the individual(s) you complained about.

If you are unhappy with the outcome of the investigation, you can appeal to the IPCC within 28 days.

