

[Applicant's name and address]

PCCS/00122/10

16 May 2011

Dear [applicant],

I refer to your application to this office in which you complained about Strathclyde Police. I write to inform you of my decision in your case.

Your Case Officer wrote to you on 27 January 2011 to confirm the head of complaint that I would review. Your complaint is that Strathclyde Police failed properly to investigate your allegation that a theft had taken place.

You made your complaint to Strathclyde Police on 14 July 2010. Your complaint was allocated to Sergeant A for enquiry and a letter of response was sent to you on 12 August 2010 by Chief Inspector B.

In the course of her investigation, Sergeant A spoke to the officers you dealt with when you made the allegation. Both officers advised that on reviewing the information you provided it was concluded that your allegation amounted to a civil dispute, and that you were advised accordingly. Sergeant A also contacted Strathclyde Police's fraud unit and legal department, both of which were of the view that your allegation was civil rather than criminal in nature.

In his letter of response to the complaint, Chief Inspector B stated the following:

*"I note that you dispute the advice given that it is a civil matter which you have referred to Officers for investigation. However, having reviewed the available evidence, I am satisfied that the officers have advised you correctly in this matter.*

*In view of the foregoing, I do not intend to take any further action in relation to this."*

In my view, Sergeant A carried out appropriate enquiries into your complaint and also obtained legal advice on the nature of your allegation. Although Chief Inspector B ought to have informed you that his decision was supported by the legal advice, overall I consider that Strathclyde Police dealt with your complaint in a reasonable manner.

I appreciate that this decision will be disappointing to you; however I wish to assure you that it has been made following a careful examination of the facts of your case.

As explained in you in our letter of 27 January 2011, a copy of this letter will be published, in anonymised form, on my office's website. This will occur on 19 May 2011.

My involvement in your case is now at an end.

Yours sincerely,

**JOHN MCNEILL**  
Commissioner