

[Applicant's name and address]

PCCS/00370/10

14 June 2011

Dear [applicant],

I refer to your complaints about Lothian and Borders Police and write to inform you of my decision in your case.

You initially made your complaint to Lothian and Borders Police on 5 September 2010, following which it was allocated to Detective Inspector A for investigation. However, as you subsequently complained about this officer, your complaint was reallocated to Inspector B. You received a letter of response from the Deputy Chief Constable on 1 April 2011.

In your application to my office, you complain about the contact you have had with Detective Constable C, Detective Sergeant D, Constable E, a female member of police staff, Detective Sergeant (now Inspector) F and Detective Inspector A. Your application details how you felt each of these individuals behaved in an unprofessional or discourteous manner towards you. You also made a complaint that you were locked in a room at a police station in August 2010. In your statement to Lothian and Borders Police on 19 January 2011 you make reference to this incident but state that you only wanted to complain about the attitude of Constable E. Consequently, your complaint about being locked in a room will not be considered in my review.

In the course of Inspector B's investigation, statements were obtained from each of the officers and the member of staff you complained about. Each of them detailed the contact they had with you and denied behaving in the manner you claimed. Where CCTV footage existed of the incidents you complained about, this was viewed and found not to support your allegations.

My office has considered the correspondence you have sent in relation to your complaints and has carefully examined the files sent by Lothian and Borders Police. From the information provided to my office, it is clear that Lothian and Borders Police conducted a substantial investigation into your complaints. I also consider that the Deputy Chief Constable has fully explained to you the reasons as to why each of your complaints was found to be unsubstantiated.

I note that in his response to you the Deputy Chief Constable advised that any further correspondence received from you about the same issues would not receive a response. In my view, this is a reasonable course of action, given the extensive enquiries already undertaken and detailed response provided to you in respect of these complaints.

In conclusion, I consider that your complaints were dealt with in a reasonable manner by Lothian and Borders Police. 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.

In accordance with my office's procedures, a copy of this letter will be published, in fully anonymised form, on my office's website. This will occur on 17 June 2011.

My involvement in your case is now at an end.

Yours sincerely,

**John McNeill**  
**Police Complaints Commissioner for Scotland**