

[applicant name and address]

PCCS/00170/11/PF-CSP

17 October 2011

Dear [applicant]

I refer to your application to this office and write to provide you with my decision in your case.

You made the following complaints in your application:

- (1) the manner in which a number of police officers dealt with you and your wife during both the fraud and complaint investigations;
- (2) that there was a lack of consideration given to your wife's pregnancy;
- (3) that the fraud investigation was carried out over an excessive period of time; and
- (4) that Central Scotland Police did not acknowledge your email of 21 June 2011.

Your initial complaints related to Central Scotland Police's investigation of an alleged fraudulent sick pay claim made by your wife. You initially complained about the fraud investigation and subsequently about the complaint enquiry itself.

Having reviewed all the information supplied to this office by you and Central Scotland Police, I am satisfied that your complaints have been dealt with in a reasonable manner. The final response provided by Superintendent A on 23 June 2011 acknowledged that there was an unacceptable delay in progressing the fraud investigation and offered an assurance that the matter would be fully addressed. My review indicates that a learning point was identified to avoid repetition of similar errors in future. Superintendent A's letter also explained that there was no evidence to support your assertions of misconduct and that all officers had been found to be professional, polite and tolerant at all times.

You supplied to my office a copy of the email apparently sent to Central Scotland Police on 21 June 2011. There is nothing in the file provided by Central Scotland Police to indicate that this email was received and as such, I cannot criticise the lack of acknowledgment. If you have new complaints that you wish to raise, you should contact Central Scotland Police in the first instance.

I note that Superintendent A offered you an apology in relation to your experience with the police. Having considered matters fully, I have nothing further to add to what you have already been told by Central Scotland Police in connection with your complaints.

As explained to you in our letter dated 14 September 2011, this review will be published on my office's website. In accordance with my normal practice, it will be anonymised in order to protect the identities of the individuals involved (including yourself). This will occur on 20 October 2011.

Please note that my involvement in your complaints is now at an end.

Your Sincerely

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