

Mr Paul Turner  
Email - wirepuller@hotmail.com

Date 18 May 2020

Your ref

Reply contact name is **Professional Standards Department**

**Professional Standards Department  
Wiltshire Police Headquarters**

London Road  
Devizes  
Wiltshire SN10 2DN  
Telephone: 101  
Email:  
profstand@wiltshire.pnn.police.uk  
Our ref C/308/20

Dear Mr Turner

My letter relates to your complaint reference number C/308/20.

I am grateful for you taking your time to raise this matter. It is important to Wiltshire Police that we learn from any mistakes. Complaints against the police enable us to identify when we have got it wrong and allows us to try and improve, so we can learn and deliver a better service.

I am sorry that Wiltshire Police did not meet your expectations on this occasion. The complaint procedure aims to provide a fair, open and proportionate way of dealing with complaints and police misconduct. The process allows us to identify learning and development for individuals and the organisation. Disciplinary action should only occur in the more serious cases but improving the service we deliver to our communities should be at the heart of all complaint investigations.

Having considered your complaint and reviewed the available evidence, there is no indication that a person serving with the police may have committed a criminal offence or behaved in a way which would justify the bringing of disciplinary proceedings. Furthermore, the conduct complained about would not involve the infringement of a person's rights under Articles 2 (Right to life) or 3 (Torture) of the European Convention on Human Rights.

Your complaint has however, identified Practice Requiring Improvement in relation to behaviour which may have fallen below expectations. The officers concerned have taken part in a reflective practice review process.

I understand that you were a pedestrian with your son when a number of Police vehicles drove past you on a lane. The first vehicle to pass was driving at excessive speed which was dangerous in the circumstances and on that particular road.

It was not possible to identify the specific driver but it was known which officers were attending the police incident in the area.

It was assessed that the resolution of this complaint would comprise of a reflective process between the supervisor, Police Sergeant (Ps) Brixey, and the officers who attended the incident. Each officer was advised of the dangers involved when attending incidents which require an immediate response and that the safety of the public is paramount.

The matter is now closed.

You have a right of review at the outcome that has been decided. Information regarding how to seek a review is detailed further down this letter. You are required to submit a request for review within 28 days from the date of this complaint outcome letter.

Thank you for taking the time to share your concerns with Wiltshire Police and I trust the above information provides you with further understanding and clarity about the decision making that has taken place regarding your complaint.

I do hope that your dealings with the Professional Standards Department have provided you with some reassurance that your concerns have been taken seriously.

Yours sincerely

A handwritten signature in black ink, reading "S.E. Hedley" with a horizontal line under the first name and a period at the end.

PRI Appropriate Authority  
Professional Standards Department

## **Right of Review**

We try to provide the very best service we can for complainants. However if you are unhappy with the way your complaint has been handled, you may request a review through the Office of the Police and Crime Commissioner (OPCC).

The right to review only applies to the matters in your original complaint. If there are other matters you want to raise that were not in your original complaint, then please contact the Standards Admin Team on the email address above or in writing.

If you do request a review you must do it within 28 days. The 28th day is 15 June 2020. Review requests received after 28 days may not be allowed unless there are exceptional circumstances.

### **OPCC**

You can submit your request for review by using the appropriate form which can be provided to you by the Office of the Police and Crime Commissioner on request by calling 01380 861 861 or emailing [pcc@wiltshire.pnn.police.uk](mailto:pcc@wiltshire.pnn.police.uk). Alternatively you can write to;

The Independent Adjudicator

Office of the Police and Crime Commissioner for Wiltshire and Swindon

London Road

Devizes

SN10 2DN