



**METROPOLITAN  
POLICE**

Working together for a safer London

...for 'certain criminals'

OPERATIONAL SERVICES

**DIRECTORATE OF PROFESSIONAL STANDARDS**

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

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Your reference:

Our reference: PC/07160/09

Date: 8<sup>th</sup> December 2009

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

Posted on 16 Dec  
Took delivery  
on 24<sup>th</sup>

As stated in the 03.12.09 letter from **Paul Stephenson**, following my 28.11.09 and 02.12.09 letters to him, (and **Alan Johnson**, Home Secretary) his office had contacted the Directorate of Professional Standards

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.

Having a laugh, as the police had been monitoring my phones since at least 2006: **Persecution # 3.1**

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 28.12.09, leading me to send this 02.02.10 letter to **Paul Stephenson**, **Alan Johnson**, 'my' MP **Malcolm Rifkind**, and **Ann Abraham**, Parliamentary Ombudsman

- as they had ALL gone into silent mode = intended to add to the criminal psychological harassment (Persecution # 1)

Yours sincerely

**Hema Patel**  
Caseworker  
Directorate of Professional Standards  
Customer Service Team

If undelivered, please return to:  
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230-232 Putney Bridge Road  
Putney  
London SW15 2PD

- Discussed under **Kensington & Chelsea police # 5**  
- Snapshots: **Doc library # 4.7 to # 4.12**



- Yep! That's what she called "***an information leaflet***"
- **The British Establishment (My Diary # 2.6) henchmen and henchwomen were certainly adding to their sadistic kicks by dishing out yet more criminal psychological harassment.**
- No doubt, they were rolling on the floor with laughter as they wrote the letter.

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.

