Gmail

Michael Jones <[redacted]>

Referral of my complaint against Metropolitan Police Service to the PHSO

1 message

Michael Jones [redacted]> 20 November 2025 at 18:05
Reply-To: [redacted]
To: Phso Enquiries <phso.enquiries@ombudsman.org.uk>

Dear Sir or Madam,

This email is to refer my complaint against the Metropolitan Police Service to the PHSO for consideration, with respect to my allegation that MPS has failed to observe its duty under the Victims' Code in response to a crime report I made to it initially on 14/10/2024.

Please find the attached form: *PHSO_complaint_form_MPS_20.11.25.pdf* in relation to this referral.

My complaint to MPS is dated 12/11/2024. MPS's Complaints Resolution Unit provided a final Outcome to that complaint on 19/05/2025. The complaint was then referred to MOPAC for a review on 03/06/2025. MOPAC responded with a decision 'not to uphold' the review on 16/10/2025. That decision therefore concludes the police complaints process.

The remaining 6 attachments are those items requested on p.11 of the PHSO complaint form, as follows:

1. *Complaint_IOPC_MPS_folio.pdf* – a PDF folio comprising 19 items, both documents and correspondence, sent between the IOPC and myself, and between MPS and myself, occurring between 12/11/2024 and 19/05/2025, in relation to my simultaneous complaints to the IOPC and to MPS's Directorate of Professional Standards dated 12/11/2024. The original letters of complaint are items 01 & 02 of this folio and are substantially similar. The complaints refer to two enclosures – these are represented by attachments 4 & 5 in this list below.
2. *Outcome_Letter_PC-11546-24.pdf* – Outcome Letter received from MPS Complaint Resolution Unit dated 19/05/2025.
3. *Complainant_Report_PC-11546-24.pdf* – copy of the Complainant Report received along with the Outcome Letter referred to in attachment 2 above.
4. *MPS_Report_Oct24_binder.pdf* – 28-page PDF binder comprising 13 individual documentary items representing the online process in my efforts to report a crime under S.2 of the Fraud Act 2006 to MPS between 14 & 19 October 2024. My complaints and correspondence to MPS included in attachment 1 above refer to the pagination in this binder that is found in the bottom-left corner of the pages, in the form: *"Page n of 28"*.
5. *Affidavit_Fraud_folio.pdf* – PDF folio comprising my 14-page Affidavit, plus List of Enclosures with reference to a 54-page bundle of 25 items of documentary evidence. The Affidavit is intended to serve as a key statement of the facts in support of my report to MPS of a fraud under S.2 of the Fraud Act 2006.
6. *MOPAC_Review_folio.pdf* – a PDF folio comprising 7 items, being documents and correspondence in relation to my request to MOPAC for its review of MPS's Outcome to my complaint. My review request is item 03 in this folio.

I understand that an MP's referral is not required by the PHSO in the case of complaints concerning violations of the Victims' Code. For this reason, those sections of the form are left uncompleted.

I look forward to the PHSO's considered response to this referral. Please let me know if you require any further information.

Yours faithfully,

Michael Jones

[redacted]

7 attachments

- **PHSO_complaint_form_MPS_20.11.25.pdf**
  354K
- **Outcome_Letter_PC-11546-24.pdf**
  474K
- **Complaint_IOPC_MPS_folio.pdf**
  3795K
- **Complainant_Report_PC-11546-24.pdf**
  39K
- **MPS_Report_Oct24_binder.pdf**
  3362K
- **MOPAC_Review_folio.pdf**
  1804K
- **Affidavit_Fraud_folio.pdf**
  6243K