Gmail

Michael Jones <[redacted]>

PHSO Case Ref: C-2184831

1 message

Phso Enquiries <Phso.Enquiries@ombudsman.org.uk> 26 November 2025 at 10:55
To: "[redacted]" <[redacted]>

Dear Mr Jones

Your complaint about The Metropolitan Police Service (the Police)

Thank you for sending us your complaint about the Police. We are writing to inform you that your complaint has been progressed to the next stage. We would also like to give you some important information about our service and the next steps.

Our role

We make final decisions on complaints that the NHS in England, UK government departments and other UK public organisations have not resolved. Before we look at a complaint, we usually expect that you have complained to the organisation and it has responded.

We recognise that everyone has different needs and circumstances, and these are likely to influence the way you access our service. If you need this letter in a different format and/or a reasonable adjustment in how we provide our service going forward, please contact us to discuss your accessibility needs. You can phone our helpline on 0345 015 4033 or use our Sign Video service.

In order to make the best use of our resources, we are unable to investigate every complaint we receive. We prioritise the most severe cases, as well as those that have the greatest potential to improve public services for everyone. This means we focus on complaints where individuals may have experienced a significant impact. For example, a potentially avoidable death or prolonged pain. We would also consider whether an investigation could lead to learning or improvements in public services, or if there is likely to be a wider benefit to others.

These types of complaints are where we can often make the biggest difference. This will allow us to provide the right level of service to those people, as quickly as possible.

For further information on how we deal with complaints please visit our website https://www.ombudsman.org.uk/making-complaint/how-we-deal-complaints

Next steps for your complaint

We will now allocate your case to an initial Caseworker who will consider how you have been affected to see if we can look at your complaint in more detail. We will also consider if we can quickly resolve things without a detailed consideration. If we are not able to take further action because of the impact you experienced, we will let you know this in the next four weeks.

We may pass your complaint to another caseworker to look at in more detail. If this happens, you are likely to wait up to between 7-8 months before we can allocate your case to a caseworker. We are very sorry about the delay. Please only contact us if you have not heard from us and the wait time has been exceeded.

We are working hard to reduce this wait time and allocate your case as soon as possible. For more information on how we deal with complaints and current wait times, visit our website: https://www.ombudsman.org.uk/making-complaint/how-we-deal-complaints.

What should I do if my case goes into the queue for another Caseworker to consider in more detail?

You do not need to contact us - a caseworker will be in touch when your case is allocated. If you are seeking a financial payment or compensation, there is something you can do while you are waiting.

The law says we cannot investigate a complaint if you could take legal action to get the answer you want, unless it is not reasonable for you to take on that legal action. Legal action includes going to court or a tribunal.

Generally, courts or tribunals make a financial award if a case is successful. Sometimes they can order a person or body to carry out certain actions or stop certain actions, but they cannot order apologies, service improvements or explanations. So, whether you could take legal action depends on what you want to achieve and what is most important to you as an outcome.

When a caseworker looks at your complaint in detail, they must consider whether there is a legal route which might get you the outcome you want, and whether it would be reasonable for you to take this route.

If you think you might have a legal claim, particularly if you are seeking a financial payment or compensation, you should make some enquiries with appropriate law firms now to see if they will take on your case. A legal case can be funded in different ways, for example by you paying legal costs in instalments, through legal expense cover within your household insurance if you have this, or through a no win no fee agreement. So, you should consider contacting more than one firm.

If you do find a law firm to take on your case, this will start the process for you more quickly.

If you cannot find a firm who will take on your case, keep records of your enquiries, including how much you were told any legal action would cost, so you can discuss this with your caseworker when they contact you. This will hopefully mean your caseworker can progress your complaint without delay or not have to close it because of the possibility of a legal route.

Please note there are some important details about how we use your information at the bottom of this email.

As an independent organisation there are limitations to what we can and can't achieve at the Parliamentary and Health Service Ombudsman (PHSO). Before deciding whether to bring your complaint to us, please visit our website to see what we can and can't help with to ensure your expectations align with our achievable outcomes. Also, please visit our website to see how we deal with complaints.

Remember to quote your unique reference in the subject of this email when sending us correspondence.

Please note, PHSO aims to review and respond to any correspondence you provide us within 10 working days.

Kind Regards

Shah Malik (He/Him)

Intake Caseworker

Parliamentary and Health Service Ombudsman

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W: www.ombudsman.org.uk