

Mr Hicks  
By email only to: [timhicks@pt.lu](mailto:timhicks@pt.lu)

Your Ref:  
Our Ref: 32/23

3 March 2021

When telephoning please use 01609 643542 or email at:  
[Legal.servicescentral@Northyorkshire.police.uk](mailto:Legal.servicescentral@Northyorkshire.police.uk)

Dear Mr Hicks,

**Customer Contact Arrangements – North Yorkshire Police**

Thank you for your recent correspondence sent to the Chief Constable of North Yorkshire Police and dated 28<sup>th</sup> February 2021. We note with concern that following our request for you to provide the details of the matters raised in your email, you state that you have key evidence in respect of a cold case, and that this is information that you believe will progress the investigation but are withholding at this time.

We refer you to the response to your email dated 16<sup>th</sup> February 2021 from North Yorkshire Police and invite you to encourage the individual, who may have relevant information that may assist the investigation, to make contact direct. Please be advised that North Yorkshire police will not divulge information in an investigation to third parties unless it is appropriate to do so and your request for information relating to any interview of a named individual and/or specific lines of enquiry is therefore declined. Your request that a person whom you consider may be of interest to an investigation, on whose behalf you seek an assurance as to his immunity from prosecution before you will release his details to North Yorkshire Police, is also declined. We refer you to the force's previous correspondence on this matter.

Xanthe Tait, Director Evolve Collaborative Legal Services

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We would further advise you that your frequent correspondence on matters relating to investigations distracts from the investigations themselves, wastes police time and is an interference with live matters. Our client will not correspond further with you on this matter and we request that where you have information that is specific and relevant to an investigation, that you provide this information in the manner prescribed below.

In respect of your general correspondence, the volume of correspondence from you is substantial. Whilst you raise matters in your emails that purport to fall within the complaints system, many of your emails do not.

We further note that you are not currently resident in the United Kingdom and that you also raise complaints provided to you on behalf of others, and on occasions this is in return for financial reward.

The complaints regime was recently overhauled by the Policing and Crime Act 2017, which introduced substantial changes to what could constitute a complaint and the breadth of issues that an individual could raise through the complaints process.

The complaints system is intended to ensure that those individuals who are eligible complainants can access a system that ensures that matters are dealt with at the most appropriate level and supports the efficiency and fairness of the system generally. This system ensures that matters of the utmost gravity are investigated, independently, but that a wider range of complaints and correspondence is most appropriately dealt with by the police or complaints teams themselves.

North Yorkshire Police have to ensure that they are fair and that they balance competing needs and make sure that their resources are used proportionally and appropriately. A very small number of people can take up a disproportionate amount of time, public money and resources. North Yorkshire Police want to make sure that they are aware of all legitimate complaints or correspondence and that they have the right information to respond promptly, effectively and efficiently. North Yorkshire Police will always aim to work to put things right for those people who correspond with them or make a genuine complaint.

Dealing with most complainants and correspondents is usually straightforward. In a minority of cases, however, some people choose to pursue their complaints or correspondence in ways that can impede the progress of investigation of their complaint or correspondence, or can otherwise cause significant resource implications for the police.

To date, we note that our client has received in excess of 73 lines of correspondence from you containing complaints or purported complaints from you, many of which contain repeated references to matters that are duplicated across correspondence. Of those matters received by you, these often relate to:-

- Complaints against senior officers or the Chief Constable
- Complaints generally in respect of officers and/or service delivery referred to you by others
- Complaints and derogatory assertions in respect of the Chief Constable, Commissioner or Police and Crime Panel, or

- Complaints or intervention in respect of investigative matters.

The above list is not exhaustive and does not include correspondence received by other departments and teams. We should clarify that the above is not a full account of the various, repeated or new matters in relation to which you have either complained, corresponded, made repeated enquiries, or contacted the force.

In accordance with the IOPC's policy on unreasonable and unacceptable complainants and the IOPC statutory guidance on handling complaints, we are writing to advise you that the volume of your correspondence is excessive, unreasonably persistent and that (whilst some correspondence is appropriately raised with the force or the complaints team) the nature of your correspondence is often unreasonable, derogatory containing unsubstantiated allegations/assertions, or constitutes ineligible, purported complaints. Your behaviour in corresponding in this manner is unacceptable due to the substantial impact that responding to you alone has on public resources.

We are therefore putting you on notice that North Yorkshire Police is putting in place a customer contact arrangement with you. The contact arrangements will not prevent you from accessing the complaints system or seeking information by other lawful means, such as FOI requests, but it sets out the basis on which the force will, or will not, respond to your correspondence or requests.

1. Your correspondence will not be acknowledged as a matter of routine but will be logged and retained.
2. Your correspondence will be reviewed and will only be dealt with where it is:-
  - a. an eligible complaint under the complaints system or PRA 2002 and where it is raised by you specifically, on your own behalf, in respect of matters directly affecting you; or
  - b. makes a lawful request under a statutory transparency or disclosure regime. The force will abide by the relevant legal regime and practitioner guidance issued to public bodies by the Information Commissioner, in determining if, and how, to respond to such requests by you.
3. In respect of matters garnered via your online presence, the force will not deal with these as complaints unless they comply with the complaints criteria for those acting on behalf of others.
4. We would ask that those wishing to complain on matters that have directly affected them do so directly and personally, using the appropriate complaints policy unless the complaints criteria are met (for others to act on their behalf) including the requirements for express written consent. Otherwise, such correspondence will be treated as feedback and whilst it will be progressed internally, it will not be responded to.

5. In circumstances where you purport to have information or evidence material to an incident or live investigation, or crime in which you are not a victim or witness, we will require you to report this online at: [professionalstandardsdepartment@northyorkshire.police.uk](mailto:professionalstandardsdepartment@northyorkshire.police.uk)
6. All other matters purporting to be complaints should only be sent to:  
  
[customerservice@northyorkshire-pfcc.gov.uk](mailto:customerservice@northyorkshire-pfcc.gov.uk)
7. North Yorkshire Police will not respond or acknowledge correspondence that:-
  - a. they are a recipient to by virtue of being copied in by you, or
  - b. does not meet the above criteria.

The customer contact arrangements will take effect from the date of this letter subject to any representations you would wish to make in respect of the customer contact arrangements, either by yourself or your legal representative. We will take account of those representations in confirming the arrangements to you.

Please note that we require any representations to be provided **within 5 working days of this letter.**

The above does not prevent you being able to call 101 or 999 in case of an emergency, or to report a crime.

Yours sincerely

A handwritten signature in black ink, appearing to be 'D. King' or similar, written in a cursive style.

EVOLVE LEGAL SERVICES