



**IPCA**

Independent Police Conduct Authority  
Whāia te pono, kia puawai ko te tika

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22 September 2010

Mrs Grace Haden  
23 Wapiti Avenue  
Epsom  
AUCKLAND 1051  
Email: [grace@verisure.co.nz](mailto:grace@verisure.co.nz)

Dear Mrs Haden

On 21 September 2010, the Authority received a summary report from Police National Headquarters regarding your complaint. Without entering in to a lengthy discourse, the report acknowledges the inadequacies of the police investigation, which, I note, is the principal issue identified in your original complaint to the Authority. The report also advises that the matter has been satisfactorily conciliated with you.

In light of your email of 13 September 2010, I requested copies of Inspector Tooman's report and the dispositive letter sent to you on 3 September 2010. I note that Inspector Tooman undertook a complete review of the file and made comprehensive enquiries and, subsequently, his report is extremely thorough and traverses all the issues.

On the basis of the police documents, at hand, and in accordance with section 28 of the Independent Police Conduct Authority Act 1988, I formed the opinion that the actions of the police were undesirable. However, I also formed the opinion that Inspector Tooman's recommendation, that the officers involved receive counselling, is appropriate and addressing their professional development is the best way forward. The decision that the complaint had been conciliated also has my agreement.

It appears that you have raised some residual issues and these should be referred, in the first instance, to the investigating officer in an effort to resolve them. Should you still have concerns following this, you may then write to the Authority outlining those concerns. Consideration will then be given as to what further steps, if any, should be taken.

Yours sincerely

W Olphert for  
INDEPENDENT POLICE CONDUCT AUTHORITY