

Peter Stone - PO-1491

✓

Tesco Stores Ltd + others

Revised team - [emails sent 15<sup>th</sup> August 2014  
Joselyn Gooding <sup>old</sup> 150+

~~27/7/2014~~ - 31<sup>st</sup> August 2014

ARIF DAVI<sup>u</sup> - 15<sup>th</sup> August 2014  
caseworker = - 27<sup>th</sup> October 2014

# DATA PROTECTION ACT 1998

Section 35, (1998 C. 29 - Part IV - Section 35)

Disclosure required by law or made in connection with legal proceedings

(1) Personal Data are exempt from the non-disclosure provisions where the disclosure is required by or under any enactment by any rule of law or by the order of a court,

(2) Personal data are exempt from the non-disclosure provisions where the disclosure is necessary -

(a) For the purpose of or in connection with any legal proceedings (including prospective legal proceedings) or

(b) For the purpose of obtaining legal advice, or is otherwise necessary for the purpose of establishing, exercising or defending legal Rights

my mobile  
07586715423

Dear Joslyn Gooding,

I HAVE RECEIVED A EMAIL DATED 4<sup>th</sup> AUGUST 2014 FROM CUSTOMER SERVICE MANAGER.

REGARDS MY COMPLAINT AGAINST EQUALITY AND HUMAN RIGHTS COMMISSION, STEVE POOLE, IN THAT EMAIL, THAT ALL FUTURE CONTACT SHOULD BE DONE THROUGH THE REVIEW TEAM, NAMING YOURSELF, I HAVE SINCE 25<sup>th</sup> APRIL 2014 CONTINUED TO PROVE DATE, OVER 100 DAYS

MY COMPLAINT HAS BEEN IN MR AMIR BENSIC AND MR STEVE POOLE'S CUSTOMER SERVICE DEPARTMENT.

I WOULD SEND YOU THE EMAIL DATED 4<sup>th</sup> AUGUST 2014 AND ALL OTHER EMAILS CONSIDERED BEFORE THAT TIME, I HAVE ON NUMEROUS OCCASIONS CONTACTED MR POOLE AND MR BENSIC, I DON'T TRUST EITHER AND HAVE STATED THIS SINCE 30<sup>th</sup> APRIL 2014, WHOEVER THIS GOES TO,

REGARDS ASSENT TEAM, I WOULD REALLY LIKE

TO ARRANGE A MEETING AS DON'T KNOW WHAT WILL BE PUT FORWARD BY THEM

(Notice)  
(Change of Address)

complainant Peter, t, w, Still,

Parliamentary And Health Service Ombudsman.

Phso ref - EN - 182252 31<sup>st</sup> January 2014,

17<sup>th</sup> February 2014, continued) (25<sup>th</sup> April 2014,

Phso ref - EN - 189777, Amir Botonjic,  
Stuart Poole, 4<sup>th</sup> August 2014,

new reference, EN - 197514, ongoing.

(referred to Assessment team)

Will be moving end of August 2014, AND  
(New Address) Peter, t, w, Still,

84 Plessey Road,

Bathgate, West Lothian,

EH48 2XP.

Scotland,

I will contact the Parliamentary Ombudsman.

when I have moved to new address with

them PLEASE DON'T SEND ANY CORRESPONDENCE

Regards above complaint / 113 Glebe Road, Whitburn,

West Lothian, EH47 0AX, Scotland.

signed Peter Still  
date - 12/1/14

(mobile - 075 867 15423  
email - Peter.still1969@hotmail.com)

RECEIVED

13/02/14

ACK 1 11:00

H31 108

R

## Dalvi Arif

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**From:** Harrigan James  
**Sent:** 15 August 2014 12:14  
**To:** Dalvi Arif  
**Subject:** FW: EN-197514 Still

**VF-ITEM-ID:** 2456935:2393543:197518:M02879015

RESTRICTED

Hello Arif

Please see the email below, which I incorrectly sent to Amir. Shall I send the hard copy to you in the internal mail?

James

**James Harrigan**  
Reviewer  
Parliamentary and Health Service Ombudsman  
T: 0300 061 1542  
E: [james.harrigan@ombudsman.org.uk](mailto:james.harrigan@ombudsman.org.uk)  
W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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**From:** Harrigan James  
**Sent:** 15 August 2014 12:11  
**To:** Botonjic Amir  
**Subject:** EN-197514 Still

RESTRICTED

Hi Amir

Just to let you know, we've received a letter from Mr Still in which he has advised us that he'll be moving to a new address at the end of August. His new address will be:

84 Plessey Rd  
Bathgate  
West Lothian  
EH48 2XP

He has asked us not to send anything to his current address in the meantime. He says that he will contact us again once he has moved.

I'm saved this email to VF but haven't amended the address details on there - I thought it best to wait until Mr S confirms his move.

James

**James Harrigan**

**Reviewer**

Parliamentary and Health Service Ombudsman

T: 0300 061 1542

E: [james.harrigan@ombudsman.org.uk](mailto:james.harrigan@ombudsman.org.uk)

W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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## Dalvi Arif

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**From:** Phso Enquiries  
**Sent:** 30 September 2014 10:34  
**To:** Dalvi Arif  
**Subject:** EN 197514 FW: Your complaint to the Parliamentary Ombudsman [EN-197514]  
URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

**VF-ITEM-ID:** 2456935:2417127:197518:M02950125

RESTRICTED

Amanda Nicholls  
Customer Service Business Support Officer  
Parliamentary and Health Service Ombudsman  
T: 0300 061 4463  
E: [Amanda.Nicholls@ombudsman.org.uk](mailto:Amanda.Nicholls@ombudsman.org.uk)  
W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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---

**From:** peter still [mailto:[peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)]  
**Sent:** 26 September 2014 07:31  
**To:** Dalvi Arif; Phso Enquiries  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

dear arif dalvi ,

since speaking to you regards my complaint that you are currently dealing with , PHSO REF- EN-197514 previous REF- EN-189777 and EN-182252 This was after sending you a email stating that i was going to contact MICK MARTIN managing director regards the way my complaint was being handled. I informed you when you contacted me shortly afterwards , that your colleagues , MR AMIR BONOJIC and MR STUART POOLE , from 25/04/2014 cont until 04/08/2014 , email below , both had made every attempt possible to direct me to issues that didnt concern at any point what my complaint against the EHRC and 14 of there staff involved from 14/09/2013 ref SCOM18 STILL , and when i chalkleged them on numerous occassions that they were covering those involved , then lied especially MR STUART POOLE that my complaint had been closed on the 21/05/2014 . i had sent information , documents requested in his letter dated 1/05/2014 i had sent these on the 21/05/2014 recorded delivery , these are not mentioned or any of the 18 times i had contacted mr poole and mr bonojici after the 21/05/2014 until 04/08/2014 , i have done further enquires and i have contacted my MP GEORGE GALLOWAY , THE HELP ME INVESTAGATE WEBSITE A LINK FROM WHAT THEY KNOW WEBSITE ,after consulting george galloway and others from the two websites . I DONT WANT YOU TO CONTINUE OR MAKE ANY DECISIONS OF ANYKIND REGARDS MY COMPLAINT , I WANT ALL DOCUMENTS THAT YOU HAVE REGARDS MY COMPLAINTS REFERENCE EN-197514 , EN-189777 , EN-182252, TO BE COPIED AND SEND ME ORIGINALS AS REQUESTED PREVIOUS , I WANT STUART POOLE AND AMIR BONOJICI WHY THERE IS NO MENTION OF THE DOCUMENTS SENT ON 21/05/2014 OR ALL CORRESPONDENCE THERE AFTER , I ALSO WANT A FACE TO FACE MEETING WITH SOMEONE AT THE OMBUDSMAN TO SHOW WHAT MY REAL COMPLAINT IS , I WILL BE FORWARDING THIS EMAIL TO MICK MARTIN AND JULIE MELLOR , ALSO PHSO ENQUIRES .; please email to confirm that you

## Dalvi Arif

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 15 August 2014 08:09  
**To:** Complaintsphso  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]

**VF-ITEM-ID:** 2456935:1286649:197518:M02878214

FOR THE ATTENTION OF JOSLYN GOODING FROM PETER STILL , HI JOSLYN AS YOU WILL SEE BELOW THE REPLY I GOT FROM STUART POOLE REGARDS MY COMPLAINT AGAINST EQUALITY HUMAN RIGHTS COMMISSION , I WILL HAVE TO SEND YOU ALL THE EMAILS CORRESPONDENCE REGARDS STUART POOLE AND AMIR BONOJIC I HAVE NOT BEEN WELL REGARDS MY MENTAL HEALTH AND DIDNT TRUST THEM HANDLING MY COMPLAINT AS YOU WILL SEE SENT RECORDED DELIVERY ON 21/05/2014 QWHAT WAS REQUESTED IN MR POOLE'S LETTER 1/05/2014 , I HAVE A COMPLAINT TO PENSION OMBUDSMAN REGARDS ILL HEALTH RETIRMENT WHICH WAS ACCEPTED FOR INVESTAGATION ON 10/06/2014 THIS IS CONNECTED ALSO REGARDS ET JUDGEMENT 22/07/2011 S/111150/2010 MY COMPLAINTS BEEN IN CUSTOMER SERVICE WITH MR POOLE AND MR BONOJIC FROM 25/04/2014 ONGOING A TOTAL OF 115 DAYS AND BELOW IN AN INSULT CAN YOU FORWARD THE EMAILS DOCUMENTS I SEND YOU MUCH APPRECIATED AS I SAY THIS HAS AFFECTED MY MENMTAL HEALTH AND STILL NOT SLEEPINFG NOT KNOWING WHAT GOING ON WQITH MY COMPLAINT COULD YOU EMAIL ME CONTACT OF WHO IS GOING TO BE LOOKING AT MY COMPLAINT KINDEST REGARDS PETER STILL

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**From:** Phso.Enquiries@ombudsman.org.uk  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Your complaint to the Parliamentary Ombudsman [EN-197514]  
**Date:** Mon, 4 Aug 2014 13:27:45 +0000

**PROTECT**  
Dear Sir

Thank you for your two emails last week. It would be helpful if you did not use my direct email address, but instead used the [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) address that this is coming from. I was not in the office at the end of last week, so I have not been able to respond until now. Use of the [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) address will ensure the email gets passed to the appropriate member of staff.

In response to your request for an update. Your complaint has been opened with a new reference (given above) on the basis of the additional information you gave my colleague, Joslyn Gooding. The case has now been passed from Mr Botonjic to the next stage of our process. It is awaiting a member of staff to have capacity to take on your case. Currently we expect cases to be allocated within two to three weeks.

I have just received another email from you asking why your case reference has been changed. This is our usual process. The case reference is a link to the record we have of a case in our database. We create a reference each time a case needs us to make a decision on it.

Your earlier case (189777) was closed on 21 May 2014 because we had reached a point where, although we had asked you to provide more information to help us understand your complaint, we could not identify the information we needed in order for us to consider the case further. I had explained this in my letter to you on 1 May, and our usual process is to allow people two



weeks to provide the information we need, at which point we would close the case. We do not leave cases open indefinitely.

I see that you have also asked that your concerns be put to a senior member of staff, not me or the Review Team. You will have to take this request, and any further concerns about our service, up with the Review Team.

Yours faithfully

**Stuart Poole**  
**Customer Service Manager**  
Parliamentary and Health Service Ombudsman  
T: 0345 015 4033  
E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
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## EN-197514

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From: **peter still** (peterstill1969@hotmail.co.uk)

Sent: 17 September 2014 10:19:44

To: arif.dalvi@ombudsman.org.uk (arif.dalvi@ombudsman.org.uk)

I PETER STILL HAVE TRIED TO CONTACT YOU 5 TIMES SINCE START OF SEPTEMBER  
REGARDS MY COMPLAINT AND NO REPLY IF YOU DONT CONTAQCT ME TODAY  
BEFORE 12 PM I WILL CONTACT MICK MARTIN MANAGING DIRECTOR MY MOBILE  
NUMBER IS 07586715423

## Dalvi Arif

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**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 26 September 2014 07:31  
**To:** Dalvi Arif; Phso Enquiries  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

**VF-ITEM-ID:** 2456935:2429468:197518:M02950564

dear arif dalvi ,

since speaking to you regards my complaint that you are currently dealing with , PHSO REF- EN-197514 previous REF- EN-189777 and EN-182252 This was after sending you a email stating that i was going to contact MICK MARTIN managing director regards the way my complaint was being handled. I informed you when you contacted me shortly afterwards , that your colleagues , MR AMIR BONOJIC and MR STUART POOLE , from 25/04/2014 cont until 04/08/2014 , email below , both had made every attempt possible to direct me to issues that didnt concern at any point what my complaint against the EHRC and 14 of there staff involved from 14/09/2013 ref SCOM18 STILL , and when i chalkleged them on numerous occassions that they were covering those involved , then lied especially MR STUART POOLE that my complaint had been closed on the 21/05/2014 . i had sent information , documents requested in his letter dated 1/05/2014 i had sent these on the 21/05/2014 recorded delivery , these are not mentioned or any of the 18 times i had contacted mr poole and mr bonojici after the 21/05/2014 until 04/08/2014 , i have done further enquires and i have contacted my MP GEORGE GALLOWAY , THE HELP ME INVESTAGATE WEBSITE A LINK FROM WHAT THEY KNOW WEBSITE ,after consulting george galloway and others from the two websites . I DONT WANT YOU TO CONTINUE OR MAKE ANY DECISIONS OF ANYKIND REGARDS MY COMPLAINT , I WANT ALL DOCUMENTS THAT YOU HAVE REGARDS MY COMPLAINTS REFERENCE EN-197514 , EN-189777 , EN-182252, TO BE COPIED AND SEND ME ORGINALS AS REQUESTED PREVIOUS , I WANT STUART POOLE AND AMIR BONOJICI WHY THERE IS NO MENTION OF THE DOCUMENTS SENT ON 21/05/2014 OR ALL CORRESPONDENCE THERE AFTER , I ALSO WANT A FACE TO FACE MEETING WITH SOMEONE AT THE OMBUDSMAN TO SHOW WHAT MY REAL COMPLAINT IS , I WILL BE FORWARDING THIS EMAIL TO MICK MARTIN AND JULIE MELLOR , ALSO PHSO ENQUIRES .; please email to confirm that you received this request and confirm that you will do as i have requested , your faithfully peter thomas william still , complainer , i am aware that the conduct of mr poole and mr bonojic regards this cant be investagated at a later stage and i have had enough of this sort of injustice and people who think they are unaccountable to no one like the 4 senior judical members who handled my et eat claims and the 14 ehrc staff and mr poole and mr bonojici and also rebecca hilsenrath , also all those involved squire sanders , judith nelson , regards my pension ombudsman claim PO-1491 , PETER STILL V TESCO STORES PLC , ILL-HEALTH RETIRMENT . FROM 13/05/2010 ONGOING ,

---

**From:** Phso.Enquiries@ombudsman.org.uk  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Your complaint to the Parliamentary Ombudsman [EN-197514]  
**Date:** Mon, 4 Aug 2014 13:27:45 +0000

PROTECT  
Dear Sir

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I see that you have also asked that your concerns be put to a senior member of staff, not me or the Review Team. You will have to take this request, and any further concerns about our service, up with the Review Team.

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**Customer Service Manager**  
Parliamentary and Health Service Ombudsman  
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## Dalvi Arif

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**To:** peterstill1969@hotmail.co.uk  
**Subject:** Your complaint to the Parliamentary Ombudsman [EN-197514]  
**Date:** Mon, 4 Aug 2014 13:27:45 +0000

**PROTECT**  
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I see that you have also asked that your concerns be put to a senior member of staff, not me or the Review Team. You will have to take this request, and any further concerns about our service, up with the Review Team.

Yours faithfully

**Stuart Poole**  
**Customer Service Manager**  
Parliamentary and Health Service Ombudsman  
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E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
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## Dalvi Arif

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 01 October 2014 14:01  
**To:** Dalvi Arif  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

**VF-ITEM-ID:** 2456935:2440767:197518:M02953277

can you email update regards email below please respond by end of today by email , as for record of all correspondence regards complainer peter still

---

**From:** peterstill1969@hotmail.co.uk  
**To:** arif.dalvi@ombudsman.org.uk; phso.enquiries@ombudsman.org.uk  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.  
**Date:** Fri, 26 Sep 2014 07:30:59 +0100

dear arif dalvi ,

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---

**From:** Phso.Enquiries@ombudsman.org.uk  
**To:** peterstill1969@hotmail.co.uk

## Dalvi Arif

---

**From:** Phso Enquiries  
**Sent:** 30 September 2014 10:34  
**To:** Dalvi Arif  
**Subject:** EN 197514 FW: Your complaint to the Parliamentary Ombudsman [EN-197514]  
URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

**VF-ITEM-ID:** 2456935:2417127:197518:M02950125

RESTRICTED

Amanda Nicholls  
Customer Service Business Support Officer  
Parliamentary and Health Service Ombudsman  
T: 0300 061 4463  
E: [Amanda.Nicholls@ombudsman.org.uk](mailto:Amanda.Nicholls@ombudsman.org.uk)  
W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 26 September 2014 07:31  
**To:** Dalvi Arif; Phso Enquiries  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

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HEALTH RETIRMENT . FROM 13/05/2010 ONGOING ,

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From: [Phso.Enquiries@ombudsman.org.uk](mailto:Phso.Enquiries@ombudsman.org.uk)

To: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

Subject: Your complaint to the Parliamentary Ombudsman [EN-197514]

Date: Mon, 4 Aug 2014 13:27:45 +0000

PROTECT

Dear Sir

Thank you for your two emails last week. It would be helpful if you did not use my direct email address, but instead used the [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) address that this is coming from. I was not in the office at the end of last week, so I have not been able to respond until now. Use of the [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) address will ensure the email gets passed to the appropriate member of staff.

In response to your request for an update. Your complaint has been opened with a new reference (given above) on the basis of the additional information you gave my colleague, Joslyn Gooding. The case has now been passed from Mr Botonjic to the next stage of our process. It is awaiting a member of staff to have capacity to take on your case. Currently we expect cases to be allocated within two to three weeks.

I have just received another email from you asking why your case reference has been changed. This is our usual process. The case reference is a link to the record we have of a case in our database. We create a reference each time a case needs us to make a decision on it.

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I see that you have also asked that your concerns be put to a senior member of staff, not me or the Review Team. You will have to take this request, and any further concerns about our service, up with the Review Team.

Yours faithfully

**Stuart Poole**

**Customer Service Manager**

Parliamentary and Health Service Ombudsman

T: 0345 015 4033

E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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## Dalvi Arif

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**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 01 October 2014 14:01  
**To:** Dalvi Arif  
**Subject:** FW: Your complaint to the Parliamentary Ombudsman [EN-197514]URGENT / ARIF DALVI , MICK MARTIN , JULIE MELLOR.

**VF-ITEM-ID:** 2456935:2440767:197518:M02953277

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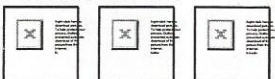
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The MessageLabs Anti Virus Service is the first managed service to achieve the CSIA Claims Tested Mark

**Dalvi Arif**

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**From:** Dalvi Arif  
**Sent:** 01 October 2014 15:27  
**To:** 'peterstill1969@hotmail.co.uk'  
**Subject:** Response from the Parliamentary Ombudsman (EN-197514)  
**VF-ITEM-ID:** 2456935:2451459:197518:M02953593

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*We are committed to keeping your information secure. As part of that commitment we have decided that when we send you information by email we may have to remove some details. This includes information that may identify you, or any other person and sometimes the organisation complained about.*

Dear Sir

**Our Ref: EN-197514** (Please quote this reference in any future correspondence)

I write further to our telephone conversation of 17 September 2014 regarding your complaint about the Equality and Human Rights Commission (EHRC).

During our telephone conversation, I explained I would be responding to you shortly once I had completed an assessment of your complaint and I would then arrange for the return of your papers.

Because of the volume of information that you provided to us, I explained during our telephone conversation that we have been delayed in completing our assessment.

We have noted your request for the return of your documents and will process that request promptly upon completion of our work. We are aiming to complete the assessment of your complaint by the end of next week.

Yours faithfully,

**Mr Arif Dalvi**  
**Caseworker**  
Office of the Parliamentary and Health Service Ombudsman  
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W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You can contact me on: 0300 061 4148  
arif.dalvi@ombudsman.org.uk

Our reference: EN-197514/0095

In Confidence  
Mr Peter Still  
84 Plessey Rd  
BATHGATE  
E848 2XP



Parliamentary  
and Health Service  
Ombudsman

8 October 2014

Dear Mr Still

### Your complaint about the Equality and Human Rights Commission

Thank you for your complaint of 21 May 2014 about the Equality and Human Rights Commission (EHRC). You complain that EHRC provided you with poor advice and did not provide the assistance you were expecting when pursuing your claim against your former employer.

Our authority to consider complaints comes from the Parliamentary Commissioner Act 1967 (the Act). The Act specifies that complaints should be made to a Member of Parliament (MP) within a year of either the events complained about, or of you becoming aware of the need to complain. If a complaint falls outside of this time limit we will not investigate it unless we consider that there are special circumstances that mean we should do so.

We have carefully considered the papers that you sent to us in support of your complaint, as well as the information that you provided during our telephone conversations. Having done so, we will not be taking further action on your complaint. This is because it falls outside of our time limit and we have not seen any special circumstances that mean we should look at it at this late stage. I will now explain the reasons for our decision in more detail below.

### Background

Following your dismissal from your employment with Tesco Ltd, you contacted EHRC in 2010 for advice. You were advised of the possibility of pursuing a claim with the Employment Tribunal (ET) and you were also given general advice about disability discrimination legislation that was in force at the time.



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000  
Email: [psho.enquiries@ombudsman.org.uk](mailto:psho.enquiries@ombudsman.org.uk)



According to the information that you have provided to us, your ET claim was dismissed in June 2011 and a further appeal was dismissed by the Employment Appeal Tribunal (EAT) in April 2012. You tried to pursue a further complaint about a judge involved in your Tribunal claim with the Judicial Office of Scotland but your complaint fell outside of their remit. Finally, you attempted to pursue a final appeal to the Supreme Court which was dismissed in September 2012.

You approached EHRC on 27 November 2012 to request that they investigate how your former employers had treated you. However, EHRC advised you that they would not be able to investigate the matter. On 19 December 2012 you repeated your request for assistance and EHRC again informed you on 21 December 2012 that they would not be able to investigate the matter further.

On 16 February 2013 you indicated that you wanted to complain to EHRC and, on 19 February 2013, EHRC sent you a copy of their complaints procedure. On 18 November 2013 you submitted your complaint to EHRC.

On 9 January 2014, EHRC sent you their final response and referred you to our office. You wrote to George Galloway MP in February 2014, who then referred your complaint to us in April 2014.

## **Our Decision**

You have complained to us that EHRC provided you with poor advice and did not provide you with assistance with your employment case. It is our view that you could have raised your concerns about this once you had exhausted the appeals process in April 2012 and received the Supreme Court's final decision in September 2012.

During our recent telephone conversation you told us that the delay in submitting your complaint was down to you assessing your legal options once you had received the Supreme Court's decision. However, that would not have prevented you from raising your concerns about the advice you received from EHRC. There is no evidence to suggest that the pursuit of your appeal to the Supreme Court or the Judicial Office for Scotland would have prevented EHRC from considering the complaint that you eventually submitted. Your application to the Supreme Court and the Judicial Office for Scotland cover different points and focus on judicial matters, whereby the complaint to EHRC focusses on their alleged service failures.

In respect of your complaint about EHRC's decision not to investigate how your former employer had treated you, EHRC advised you in December 2012 that they would not be able to consider the matter further. On 16 February 2013 you told EHRC you wanted to pursue a complaint, at which point they sent you a copy of their complaints procedure.

Despite this you then waited until November 2013 to submit your complaint to EHRC, a total of eight months. We have not seen any reason to suggest that you were unable to send your complaint to EHRC sooner.

Once you had complained to EHRC the complaint process was completed within 3 months, without any delay on the part of EHRC. Therefore, had you submitted your complaint sooner, the likelihood is that you would have completed the complaints process far earlier than January 2014 and thus contacted Mr Galloway prior to February 2014.

Finally, it is our view that the injustice you are claiming is linked to your grievance with your former employer, rather than EHRC. Indeed, it appears that you are essentially attempting to carry on your claim via EHRC's complaints process now that you have exhausted your legal options. This is reflected in the outcomes you have told us that you are seeking. You originally told us that you were seeking a re-hearing and substantial financial compensation of 3 million pounds. Even after I explained the types of outcomes that we can achieve following an investigation, you asked that we restore you to the position you would have been prior to submitting a claim to EAT, as well as financial compensation similar to the amount you were seeking under your original claim. We consider that this reinforces our view that your complaint is still focused on your employment dispute, and to be compensated for that, rather than a realistic outcome as a result of any failings by EHRC.

For the reasons explained above, we do not feel there are any special circumstances that mean we should put our time limit to one side in your case. I am sorry to have to send you what I appreciate may be a disappointing response. However, I hope I have explained the reasons for this decision clearly and I wish you well for the future.

A copy of this letter has been sent to Mr Galloway. We are currently processing your request to return your papers and will send them shortly following this letter.

Yours sincerely



Arif Dalvi  
Caseworker

Enc: 1

## **Next Steps**

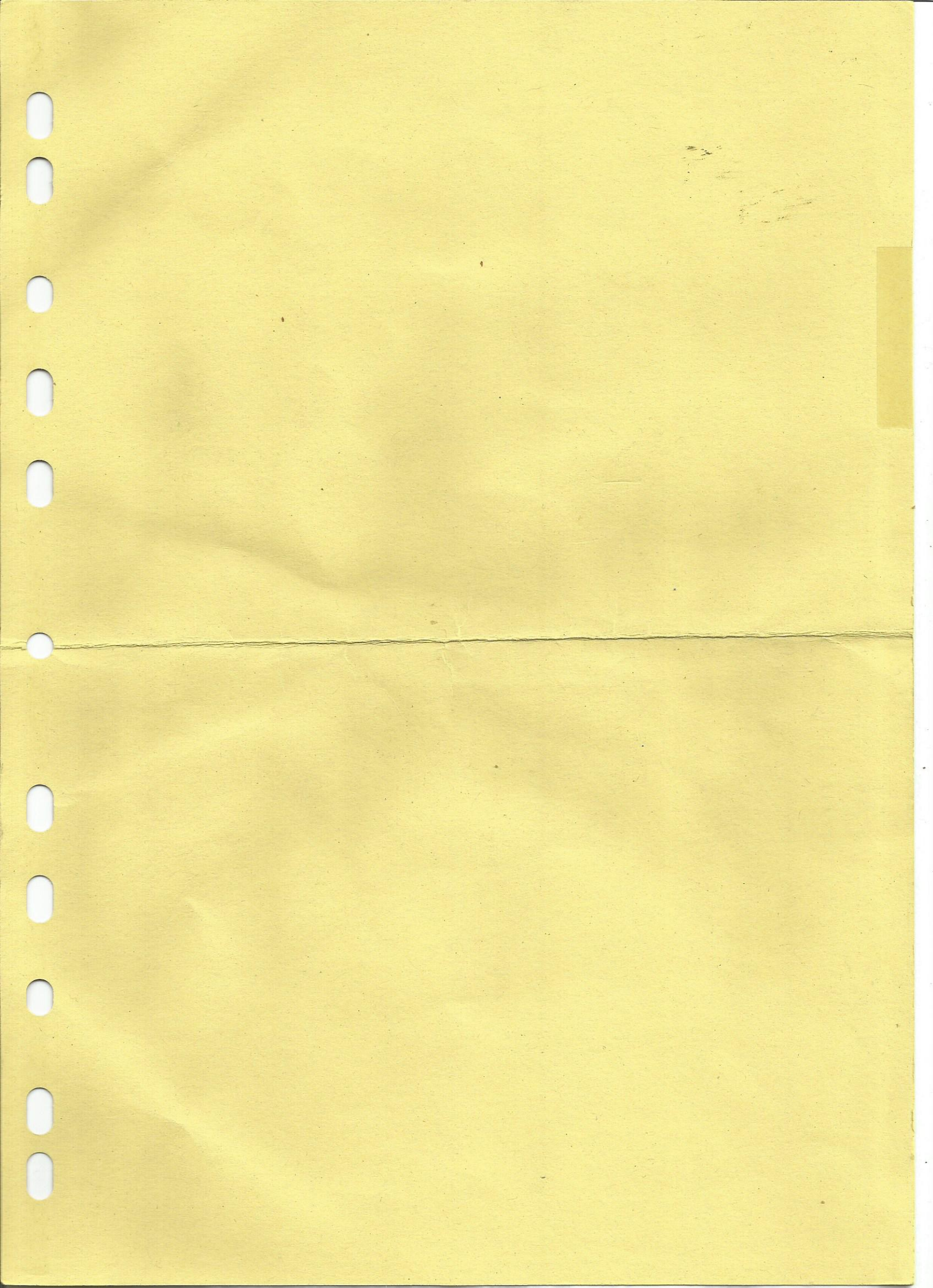
### **Our review process**

If you think our decision is wrong, you can request a review. To enable us to review our decision you must provide us with evidence that our decision was based on inaccurate information; or you have new information that was not previously available to us; or we overlooked or misunderstood your complaint. To request a review, you can complete a 'What to do if you think our decision on your complaint is wrong' form, which is enclosed. You would need to submit your review request form to us within three months of the date of this letter.

### **Our customer survey**

An independent research company acting on our behalf may contact you in the future in connection with surveys or research to help us improve our services. If you would prefer not to take part, please let us know within 14 days of the date of this letter by calling 0300 061 4222 (24 hour answerphone) or by emailing us at [customersurvey@ombudsman.org.uk](mailto:customersurvey@ombudsman.org.uk).

Information passed to and collected by the research company is kept in the strictest confidence, and used for research purposes only.



**In Confidence**  
Mr Peter Still  
84 Plessey Rd  
BATHGATE  
E848 2XP



8 October 2014

Dear Mr Still

### Your complaint about the Equality and Human Rights Commission

Thank you for your complaint of 21 May 2014 about the Equality and Human Rights Commission (EHRC). You complain that EHRC provided you with poor advice and did not provide the assistance you were expecting when pursuing your claim against your former employer.

Our authority to consider complaints comes from the Parliamentary Commissioner Act 1967 (the Act). The Act specifies that complaints should be made to a Member of Parliament (MP) within a year of either the events complained about, or of you becoming aware of the need to complain. If a complaint falls outside of this time limit we will not investigate it unless we consider that there are special circumstances that mean we should do so.

We have carefully considered the papers that you sent to us in support of your complaint, as well as the information that you provided during our telephone conversations. Having done so, we will not be taking further action on your complaint. This is because it falls outside of our time limit and we have not seen any special circumstances that mean we should look at it at this late stage. I will now explain the reasons for our decision in more detail below.

### Background

Following your dismissal from your employment with Tesco Ltd, you contacted EHRC in 2010 for advice. You were advised of the possibility of pursuing a claim with the Employment Tribunal (ET) and you were also given general advice about disability discrimination legislation that was in force at the time.



According to the information that you have provided to us, your ET claim was dismissed in June 2011 and a further appeal was dismissed by the Employment Appeal Tribunal (EAT) in April 2012. You tried to pursue a further complaint about a judge involved in your Tribunal claim with the Judicial Office of Scotland but your complaint fell outside of their remit. Finally, you attempted to pursue a final appeal to the Supreme Court which was dismissed in September 2012.

You approached EHRC on 27 November 2012 to request that they investigate how your former employers had treated you. However, EHRC advised you that they would not be able to investigate the matter. On 19 December 2012 you repeated your request for assistance and EHRC again informed you on 21 December 2012 that they would not be able to investigate the matter further.

On 16 February 2013 you indicated that you wanted to complain to EHRC and, on 19 February 2013, EHRC sent you a copy of their complaints procedure. On 18 November 2013 you submitted your complaint to EHRC.

On 9 January 2014, EHRC sent you their final response and referred you to our office. You wrote to George Galloway MP in February 2014, who then referred your complaint to us in April 2014.

### **Our Decision**

You have complained to us that EHRC provided you with poor advice and did not provide you with assistance with your employment case. It is our view that you could have raised your concerns about this once you had exhausted the appeals process in April 2012 and received the Supreme Court's final decision in September 2012.

During our recent telephone conversation you told us that the delay in submitting your complaint was down to you assessing your legal options once you had received the Supreme Court's decision. However, that would not have prevented you from raising your concerns about the advice you received from EHRC. There is no evidence to suggest that the pursuit of your appeal to the Supreme Court or the Judicial Office for Scotland would have prevented EHRC from considering the complaint that you eventually submitted. Your application to the Supreme Court and the Judicial Office for Scotland cover different points and focus on judicial matters, whereby the complaint to EHRC focusses on their alleged service failures.

In respect of your complaint about EHRC's decision not to investigate how your former employer had treated you, EHRC advised you in December 2012 that they would not be able to consider the matter further. On 16 February 2013 you told EHRC you wanted to pursue a complaint, at which point they sent you a copy of their complaints procedure.

Despite this you then waited until November 2013 to submit your complaint to EHRC, a total of eight months. We have not seen any reason to suggest that you were unable to send your complaint to EHRC sooner.

Once you had complained to EHRC the complaint process was completed within 3 months, without any delay on the part of EHRC. Therefore, had you submitted your complaint sooner, the likelihood is that you would have completed the complaints process far earlier than January 2014 and thus contacted Mr Galloway prior to February 2014.

Finally, it is our view that the injustice you are claiming is linked to your grievance with your former employer, rather than EHRC. Indeed, it appears that you are essentially attempting to carry on your claim via EHRC's complaints process now that you have exhausted your legal options. This is reflected in the outcomes you have told us that you are seeking. You originally told us that you were seeking a re-hearing and substantial financial compensation of 3 million pounds. Even after I explained the types of outcomes that we can achieve following an investigation, you asked that we restore you to the position you would have been prior to submitting a claim to EAT, as well as financial compensation similar to the amount you were seeking under your original claim. We consider that this reinforces our view that your complaint is still focused on your employment dispute, and to be compensated for that, rather than a realistic outcome as a result of any failings by EHRC.

For the reasons explained above, we do not feel there are any special circumstances that mean we should put our time limit to one side in your case. I am sorry to have to send you what I appreciate may be a disappointing response. However, I hope I have explained the reasons for this decision clearly and I wish you well for the future.

A copy of this letter has been sent to Mr Galloway. We are currently processing your request to return your papers and will send them shortly following this letter.

Yours sincerely



Arif Dalvi  
Caseworker

Enc: 1

## **Next Steps**

### **Our review process**

If you think our decision is wrong, you can request a review. To enable us to review our decision you must provide us with evidence that our decision was based on inaccurate information; or you have new information that was not previously available to us; or we overlooked or misunderstood your complaint. To request a review, you can complete a 'What to do if you think our decision on your complaint is wrong' form, which is enclosed. You would need to submit your review request form to us within three months of the date of this letter.

### **Our customer survey**

An independent research company acting on our behalf may contact you in the future in connection with surveys or research to help us improve our services. If you would prefer not to take part, please let us know within 14 days of the date of this letter by calling 0300 061 4222 (24 hour answerphone) or by emailing us at [customersurvey@ombudsman.org.uk](mailto:customersurvey@ombudsman.org.uk).

Information passed to and collected by the research company is kept in the strictest confidence, and used for research purposes only.



You can contact me on: 0300 061 4148  
arif.dalvi@ombudsman.org.uk

Our reference: EN-197514/0113



In Confidence  
Mr Peter Still  
84 Plessey Rd  
Bathgate  
E848 2XP

27 October 2014

Dear Mr Still

Thank you for your recent correspondence regarding our decision not to take any further action about your complaint involving the Equality and Human Rights Commission (EHRC).

We reached our decision based on the telephone conversations that you have had with our office and the papers that you kindly provided to us. As requested, please find enclosed your original papers, copies of which we have kept on file.

If you believe that we have misunderstood your complaint or the information that you provided to us when we reached our decision, then you should include such comments as part of your review request. Our review team will then consider your concerns in more detail.

In regard to your comments regarding your complaint about EHRC's handling of your personal information, it was not clear from your complaint form whether you wanted us to consider that particular complaint. However, even if you had specifically asked us to consider that specific complaint, I should explain that we do not routinely deal with such complaints. This is because although we can consider complaints about EHRC, the release of personal data/access to personal data such as medical records is governed by the provisions of the Data Protection Act.

The Information Commissioner's Office is the UK's independent authority, set up to promote access to official information and to protect personal information. The Information Commissioner's Office investigates complaints about any aspect of data protection, and are generally the most appropriate body to complain to about issues surrounding storage of, and access to, personal information. I list their contact details for their Scotland office on the next page.



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Information Commissioner's  
Office  
45 Melville Street  
Edinburgh  
EH3 7HL

Telephone: 0131 244 9001  
Email: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

Also, if you would like to receive information that we hold about you or your complaint, you can ask us for it by emailing us at

[foiofficer@ombudsman.org.uk](mailto:foiofficer@ombudsman.org.uk)

Or write to us at:

Freedom of Information and Data Protection Team  
Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

I recommend that you submit your request for a review of our decision as soon as possible. You can also submit your wider concerns about myself and my colleagues, Amir Botonjic and Stuart Poole at the same time.

Yours sincerely



Arif Dalvi  
Caseworker

Encs



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## EN-197514 PETER STILL

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From: **peter still** (peterstill1969@hotmail.co.uk)

Sent: 03 November 2014 13:15:01

To: joanne.lennon@ombudsman.org.uk (joanne.lennon@ombudsman.org.uk)

joanne can you phone me today at 4.30pm instead of 2pm , got a phone call after you phoned this morning from stuart poole , ive had enough of all this and told mr poole that he was the last person i wanted to speak to as he was not aware that you had contacted me last thursday i have a copy of the visual file , i dont want to speak to anyone else regards t5his matter except you , so can you phone me at 4.30pm today to discuss this ive not slept much since thursday and mr poole seemed to think that my complaints been dealt with ok and that i was to go to review team , please dont play games with me sick of all this you go and look at thayt visual file before contacting me today you said that you were going to do that on thursday kindest regards peter still

[Print](#)[Close](#)

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**FW: EN-197514 PETER STILL**

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From: **peter still** (peterstill1969@hotmail.co.uk)  
Sent: 05 November 2014 07:58:35  
To: joanne.lennon@ombudsman.org.uk (joanne.lennon@ombudsman.org.uk)

hi jo sorry to bother you tried to email jill to ask that she call me at 11AM today comes up not known email postmaster could you pass on this to her asap thanksa peter still

---

From: peterstill1969@hotmail.co.uk  
To: joanne.lennon@ombudsman.org.uk  
Subject: RE: EN-197514 PETER STILL  
Date: Mon, 3 Nov 2014 17:01:23 +0000

thanks jo , for explaing the mix up , looking at the email you must have thought heres this daft scottish lunatic again ha ha feel a lot better now i know there was a mix up you take care jo and thanks peter still

---

From: Joanne.Lennon@ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: RE: EN-197514 PETER STILL  
Date: Mon, 3 Nov 2014 14:42:22 +0000

**PROTECT**

Hello Mr Still.

I will call you today at 4.30pm.

Regards

Jo Lennon

**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 03 November 2014 13:15  
**To:** Lennon Joanne  
**Subject:** EN-197514 PETER STILL

joanne can you phone me today at 4.30pm instead of 2pm , got a phone call after you phoned this morning from stuart poole , ive had enough of all this and told mr poole that he was the last person i wanted to speak to as he was not aware that you had contacted me last thursday i have a copy of the visual file , i dont want to speak to anyone else regards t5his matter except you , so can you phone me at 4.30pm today to discuss this ive not slept much since thursday and mr poole seemed to think that my complaints been dealt with ok and that i was to go to review team , please dont play games with me sick of all this you go and look at thayt visual file before contacting me today you said that you were going to do that on thursday kindest regards peter still

PLEASE NOTE: THE ABOVE MESSAGE WAS RECEIVED FROM THE INTERNET.

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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 07 November 2014 11:29  
**To:** Hodgson Gillian  
**Subject:** FW: EN-197514 STILL (URGENT) GILLIAN HODGSON

hi gillian since speaking to you on wednesday 5th november 2014 , and going over the recording , and also the files , of case worker arif dalvi , and his decision dated 8/10/2014 and 27/10/2014 , as regards all 3 involved over 6 months made my life a misery , i would like to now have a chance to put what i think should be down now, that you start an investagation of the 3 mentioned and for over 6 months have not once followed the ombusmans principles instead the opposite , then onto ehrc and there staff , then all judges mentioned violation of my right to a fai8r hearing , and also tesco conduct in relation to my pension complaint , at the end i want to be put in the position of 09/08/2010 etclaim, s/1111/50/2010 peter still v tesco stores ltd and john gilcrest . bruce balberston , john clenghan and guy henderson , all still employed at tesco , thats how it should be dealt with , i am asking you to go to mick martin and ask for compensation finacal for the 6 months plus of having to deal with 3 employess , these 3 should not be able to continue in the positions they hold , you ask lawyers i9f what im asking for is fair , at present i have nothing and still have nothing only a ongoing pension complaint and 5 years of misery and i am asking for money to be put into the following account it is a pay as you go cash card as i cant get a bank account for 100 thousand plus debt , account details . MR PETER T STILL, SORT CODE 08-71-99 ACCOUNT NUMBER 33166958, IT HAS A LIMIT OF 6000 POUNDS , AS I HAVE NOTHING IN IT A 1000 POUND A MONTH FOR THIS NIGHTMARE WOULD BE A START OR A CHEQUE , COULD YOU PHONE ME AT 4PM THIS AFTERNOON TO DISCUSS THIS KINDEST REGARDS peter still

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[www.cctmark.gov.uk](http://www.cctmark.gov.uk)

1/28/2015 10:10 AM

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**RE: EN-197514 STILL (URGENT) GILLIAN HODGSON**

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From: **Hodgson Gillian** (Gillian.Hodgson@ombudsman.org.uk)

Sent: 07 November 2014 16:03:43

To: 'peter still' (peterstill1969@hotmail.co.uk)

Dear Mr Still

Thank you for your email. Following our telephone conversation on Wednesday 5 November, we have created a new case file reference for you HS-205710. Your case is currently awaiting allocation to an Investigator.

We originally spoke to you on 24 January when you first approached our Office. At that time we explained that in order for us to look at your complaint it would need to be referred by your MP. Between the 24 and 31 January you sent our Office a large amount of information about your complaint, this consisted of several bundles of papers and over 50 emails.

Amongst your emails we identified a response from EHRC which said that they would be providing a final response to your complaint in February. At this time we recognised that your complaint was still being responded to locally and that you had not provided an MP referral. We contacted EHRC who advised that they were currently reviewing your complaint about lost documents at stage two of their complaints procedure. The EHRC said that they hoped to respond to you by 17 February 2014. We contacted you on 5 February to advise you of this, we also advised you of the need to gain a referral from your MP. We provided the contact details for your local MP and explained that we would now close your case until local resolution was complete and you had a referral from your MP.

You telephoned the Office on 14 February to advise that you had received a final response and we explained that we needed a referral from your MP in order to proceed. You then contacted the Office on 25 March advising that you had approached George Galloway MP who had refused to refer you as you were not his constituent. We communicated with Mr Galloway's Office and advised that he was able to refer the complaint.



We received the completed referral from you on 11 April. A new case was created on 14 April.

This case was assigned on 1 May 2014. Between May and August we caused several delays and provided you with a poor service, I am very sorry about this. I have reviewed the actions and errors that we made on your case and we have learnt from the mistakes that we have identified. I have spoken with the individuals who were assigned your case and to the manager in charge to ensure we learn from this experience.

In August, your case was passed to our assessment team and assigned to Arif. Arif's role was to take a closer look at your complaint and decide whether your complaint was something we could investigate. During this time Arif contacted you several times to try to understand the injustice you were claiming as it appeared from our understanding to be linked to your grievance with your former employer (Tesco Stores Ltd), rather than EHRC. We were concerned that you were essentially attempting to carry on your legal claim via EHRC's complaints process now that you have exhausted your legal options. This opinion was reflected in the outcomes you had told us that you were seeking. You originally told us that you were seeking a re-hearing and substantial financial compensation of 3 million pounds. We explained the types of outcomes that we can achieve following an investigation and you then asked that we restore you to the position you would have been in prior to submitting a claim to EAT, as well as financial compensation similar to the amount you were seeking under your original claim.

This reinforced our view that your complaint was still focused on your employment dispute, and your desire to be compensated for that, rather than a realistic outcome as a result of any failings by EHRC. Due to this confusion it took us longer than we would anticipate to complete our assessment. I apologise for this. We reached a final decision on 2 October and communicated this to you.

Following this decision and your subsequent emails to Mick Martin, I was asked to consider your complaint further. I discussed your complaint with you, in particular the outcomes you sought from an investigation. You told me that as well as a financial remedy you also wanted the EHRC to learn from your complaint to ensure that future service users were not affected. Following this conversation we agreed to investigate your complaint, letters confirming this will be sent to you within the next few days.

To clarify from your email received today the actions we will and will not be taking;

**Financial Remedy** - Whilst I am sorry that we have delayed your complaint, I do not consider a financial remedy of £100,000 is suitable and will not be providing this remedy to you.

**Investigation of Staff** - You have also asked for me to investigate the conduct of our staff. Your complaint will be addressed internally.

**Investigation of EHRC** - We have proposed to investigate your complaint about EHRC.

**Investigation of Judges who "violated your rights to a fair hearing"** - This is outside of our remit and we will not take any further action.

**Investigation of Tesco Stores Ltd** - This is outside of our remit and we will not take any further action.

**To be put back into the position that you were in prior to 9 August 2010** - As explained, we will be investigating your complaint about EHRC and we will limit any potential remedy to injustice caused by EHRC's actions.

Please let me know if you require any further information.

Kind regards Gillian

**Gillian Hodgson**

**Head of Customer Service**

Parliamentary and Health Service Ombudsman

E: [Gillian.Hodgson@ombudsman.org.uk](mailto:Gillian.Hodgson@ombudsman.org.uk)

W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Follow us on



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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]

1/28/2015 7:28 PM

---

**RE: EN-197514 STILL (URGENT) GILLIAN HODGSON**

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From: **peter still** (peterstill1969@hotmail.co.uk)

Sent: 10 November 2014 11:22:56

To: **gillian phso** (gillian.hodgson@ombudsman.org.uk)

DO NOT DO ANYTHING REGARDS MY COMPLAINT I WILL BE CONTACTING MIKE MARTIN YOU ARE COVERING FOR YOUR STAFF AND EHRC STAFF AND THE JUDGES IN MY COMPLAINT I ASKED FOR A REHEARING THE EHRC SHOULD GET THAT THATS WHAT MY COMPLAINT IS ALL ABOUT, FROM APRIL TILL OCTOBER 27TH 2014 YOUR STAFF MADE MY LIFE A MISERY AFTER RECEIVING THIS EMAIL THOUGHT OF ENDING MY LIFE AGAIN SICK OF THE WAY THIS IS AFFRECTING MY MENTAL HEALTH I SEE YOU DONT HAVE A COONTACT NUMBER AS I SAY BE CONTACTING MIKE MARTIN AND TELLING HIM ABOUT THE V FILE SENT TO ME I HAVE YOU CONVERSATIUN ON TAPE

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## Your complaint to PHSO

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From: **Hodgson Gillian** (Gillian.Hodgson@ombudsman.org.uk)

Sent: 18 November 2014 09:13:54

To: 'peterstill1969@hotmail.co.uk' (peterstill1969@hotmail.co.uk)

**RESTRICTED**

Dear Mr Still

I have been asked to respond to your complaint on behalf of Mr Martin. I have tried to call on the number provided but have been unable to reach you. With regards to your complaint we have, as per your instruction, not done any further work on your complaint file is currently being held by myself.

You complain that when you received your complaint documents from Mr Dalvi we have enclosed other papers which you believe are secure documents. When we spoke on the telephone we discussed this and you explained that the documents related to your complaint. We are trying to understand what document in particular you are concerned about and we would be grateful if you could email a copy of the document to me so that we can investigate further.

With regards to your stated outcome that you wish for a rehearing of your employment tribunal, we have explained that this is not an outcome that we could achieve for you.

I hope this has clarified for you our position. Please let me know if you need any further assistance.

Kind regards Gillian

**Gillian Hodgson**

**Head of Customer Service****Parliamentary and Health Service Ombudsman****E: [Gillian.Hodgson@ombudsman.org.uk](mailto:Gillian.Hodgson@ombudsman.org.uk)****W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

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[www.cctmark.gov.uk](http://www.cctmark.gov.uk)

Voicemail:

0300 061 4264

Our reference: PA-205710/0035

[investigation.enquiries@ombudsman.org.uk](mailto:investigation.enquiries@ombudsman.org.uk)



Parliamentary  
and Health Service  
Ombudsman

*We are committed to keeping your information secure. As part of that commitment we have decided that when we send you information by email we may have to remove some details. This includes information that may identify you, or any other person and sometimes the organisation complained about.*

**In Confidence**

Mr Peter Still  
84 Plessey Rd  
BATHGATE  
E848 2XP

2 December 2014

Dear Mr Still

**Your complaint about The Equality and Human Rights Commission (EHRC)**

I am writing to tell you that we will investigate your complaint unless we find there is a good reason not to. We have summarised your complaint as follows:

*Mr Still complains that EHRC provided him with poor advice and did not provide the assistance he was expecting when pursuing his claim against his former employer. Mr Still complains that he has suffered physical and mental distress by having to pursue his claim without any assistance.*

By law, we have to give the organisation complained about the chance to comment on our proposal to investigate. We have written to them today to do that.

We hope to allocate your case to one of our investigators as soon as possible. When the investigator has looked through all the information we have received, they will contact you. If there is any reason we decide not to go ahead with the investigation, we will let you know.



If you have any questions about your case before you hear from the investigator, please email us on [investigation.enquiries@ombudsman.org.uk](mailto:investigation.enquiries@ombudsman.org.uk) or leave a message on our voicemail (0300 061 4264). We will contact you back within three working days. Please note that the people answering these emails and telephone calls are not investigators. They will make a note of your comments but cannot discuss your complaint in detail with you. You will be able to talk about your complaint with your investigator when they contact you.

Yours sincerely

PP 

Gillian Hodgson  
Head of Customer Service

*We will publish anonymous summaries of selected cases we investigate and include them on our website. These summaries do not include the names of people who have complained to us. If you have any objections to us publishing a summary of your case, please let us know.*

[Print](#)[Close](#)

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**FW: PA-205710**

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From: **peter still** (peterstill1969@hotmail.co.uk)  
Sent: 24 December 2014 11:01:32  
To: russell.barr@ombudsman.org.uk (russell.barr@ombudsman.org.uk)  
1 attachment  
3938\_001.pdf (84.7 KB),

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From: Dean.Maylon@ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: PA-205710  
Date: Tue, 2 Dec 2014 12:31:31 +0000

**RESTRICTED**

Good afternoon Mr Stills,

Thank you for bringing your complaint to us regarding The Equality and Human Rights Commission.

Please find attached a scanned letter confirming our intention to investigate your complaint.

If you have any queries about our letter, please do not hesitate to contact us

Many thanks

**Dean Maylon**

**Customer Service Advisor**

**Parliamentary and Health Service Ombudsman**

**T: 0345 0154 033**



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**FW: URGENT FOR ATTENTION OF RUSSELL BARR  
FROM COMPLAINER PETER STILL,**

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From: peter still (peterstill1969@hotmail.co.uk)

Sent: 24 December 2014 11:37:45

To: m (mick.martin@ombudsman.org.uk)

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From: peterstill1969@hotmail.co.uk

To: russell.barr@ombudsman.org.uk

Subject: URGENT FOR ATTENTION OF RUSSELL BARR FROM COMPLAINER PETER STILL,

Date: Wed, 24 Dec 2014 10:59:52 +0000

dear russell , i am contacting you regards my complaint against the equality and human rights commission , and 12 of there staff involved regards my complaint this was from 14/10/2013 cont over 4 mths and 17/02/2014 was the end of there complaint procedure , in that period the 12 staff involved made my life a misery and at the end of the 4 mths not once had at anytime mentioned what i was complaining about , and then i brought my complaint to your organisations , about the same time you joined , and like you i was thinking that after 5 years of a legal nightmare in the scottish legal procedure having to be party litgant in a complex disability discrimination case against my ex employer and 4 senior mgt dda95 , and the commission in scotland failure to act in november 2012 and year later 08/10/2013 was i made aware that the ehrc should have acted and instead covered up for 4 senior judges involved in my legal case , now im going to send you the last few emails i have and this is after months of misery by your organisation and continues at present time , and ive already contacted mick martin and julie mellor and the emailss im ending you are made on behalf of mick martin , please be good enough for you to help me with this continued misery at hands of so called champions of complaint handling , i was sent a document paper file , of my visual file regards my complaint ive now found out that this is a file held on phso computer and it contains internal correspondence between arif dalvi and the review team . who i had sent emails .regards my complaint on 15/08/2014 , this was what i had to do and the emails and there content , that the review team are not independent and in fact the opposite of this , russell im sick of this nonsense and as you will see the email dated 02/12/2014 that my complaints going to your department next kindest regards peter still

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## from peter still to russell barr

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From: **peter still** (peterstill1969@hotmail.co.uk)

Sent: 24 December 2014 12:47:01

To: russ (russell.barr@ombudsman.org.uk)

dear russell i can forward the 50 email that i sent to joyln gooding at the review team on the 15/08/2014 these are all contained in the visual file documents that were sent to me ,and also contains emails from myself from 25/04/2014 until 15/08/2014 its all in order from earliest to present dates , i have over 600 pages documents sitting in front of all of these are of viual file , this i know is a file that is stored on your computer system , on disk and is main file of all complaints that end up in your organisation ive found a lot about the phso on the what do they know website, freedom of information website , this is where i found out what a visual file was and the documents that i had been sent in the paper form of the visual file , and who and why was it sent to me , maybe someone who actually does his or job at the ombudsman and follows in basic policy principles that are guidlines of all complaints handling and who every it was , i wish i had that person back at the start of the nightmare , in the ombudsman dont think i would be emailing u now russell and asking for help on xmas eve 2014 and will continue into next year 6 diffrent new yrs have been and gone in this nightmare to end up at your organisation and of those 6 yrs , ive put up with a lot and of all the misery in that time the worst was ending up in your organisations , and its ongoing into the next year , will be a yr feb 17 2015 my ehrc complaint been at the parlimentary ombudsman russell hope you can sort this out for me all the best for xmas and new year and same to your family, kindest regards peter still ,

## RE: my ongoing misery complaint to phso regards equality human right commission

From: peter still (peterstill1969@hotmail.co.uk)  
Sent: 24 December 2014 19:58:52  
To: phso the facts (phso-thefacts@outlook.com)

hi della , i will join the pressure group and thanks for reply , can i give you 2 sites that you and the group could look at i was 2 yrs into my legal claim when i was given these 2 sites by a legal firm , they are A DIARY OF INJUSTICE IN SCOTLAND , this is a site run by peter cherbi , and the other is THE SCOTTISH LAW REPORTER , look into the case of a man named WULLIE BECK 31 YRS been fighting for a crime he didnt commit , served 6yrs for armed robbery and the has the media , lawyers , snp, and also peter cherbi he like you was lawyers , who lost him and his family everything .and that is why he started the diary of injustice in scotland site , plenty links in both sites as well, i thought i had been treated bad until i looked at these sites , what keeps me going is people like wullie and peter and there continued fight for change , before i go the MP i got to sign my complaint , was mp GEORGE GALLOWAY < respect mp for bradford west , i asked george to sign for me as he is scottish and i had meet him yrs ago , and recently at his JUST SAY NAW , tour and as far as politicians go george galloway is one of the few that i trust , and i said if any kind of nonsense in the parlimentary ombudsman , investagation would he be willing to get involved , and told that he would do this, and his signature guarntees this / all the best to yourself and the others in the group , for xmas and new year , kindest regards peter

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From: phso-thefacts@outlook.com  
To: peterstill1969@hotmail.co.uk  
Subject: RE: my ongoing misery complaint to phso regards equality human right commission  
Date: Wed, 24 Dec 2014 11:46:42 +0000

Dear Peter,

I am so sorry to hear of your terrible ordeal and the impact this has had on your health. The simple truth is that there is no justice. I can see that you have fought long and hard for justice in your case and used every means available to you. But the system is corrupt and colludes together to keep you, the little person, on the outside. The judicial system in England is no better than that in Scotland - with legal cases it is always a lottery. There are some good, honest barristers, solicitors and judges out there, but chances are you won't find them until it is too late.

In my own case I have tried the legal route twice and both times I was fleeced by the Solicitors. The entire system is a cover up, to protect those in power and authority. They go through the motions of investigation, review, remedy just to put something in the shop window of democracy.

I am so sorry that you have had to find this out through your own personal experiences. The problem we all have is accepting that those in authority lie and cheat. It goes against all the principles we have grown up with, it sets up cognitive dissonance which can lead to total mental breakdown. The only thing I can say that may be of any comfort is that you have not been discriminated against.

They treat everyone the same - badly. All members of the Pressure Group have suffered in a similar way and continue to fight for a fair hearing.

So where do we go from here? The Pressure Group has a single aim of exposing PHSO so I would be interested in any evidence you may have that they did not follow procedure or recognise the evidence when they investigated your case. This we can use in our evidence file which is due to go out to MPs and the media early next year. You did not mention your own MP. With a parliamentary complainant your own MP would be needed to submit it so he/she must be aware. Have they been any help at all?

I also suggest you join the pressure group which also acts as a support group. We can all understand and empathise with your experience Peter in a way that others cannot. Lots of people fail to believe how corrupt the system is until it happens to them. You can join the Pressure Group by following this link. <http://phsothefacts.com/join-pressure-group/> You may also find some useful information on this site.

I'm glad you got in touch Peter and look forward to hearing from you again soon.

Best wishes,

Della Reynolds.

[phsothefacts.com](http://phsothefacts.com)

> Date: Wed, 24 Dec 2014 05:19:20 +0000  
> From: peterstill1969@hotmail.co.uk  
> To: admin@phsothefacts.com  
> Subject: my ongoing misery complaint to phso regards equality human right commission

>  
> -----  
> peter still has used WhatDoTheyKnow to send you the message below.

> Your details, including your email address, have not been given to anyone.  
> If you reply to this message it will go directly to peter still, who will  
> learn your email address. Only reply if that is okay.

> -----  
>

> phsothefacts Pressure Group,

> hi my name is peter still , i live in scotland , and i have been a party litigant , in civil legal claim against my ex employer , since may 2010, regards dda95 the act , also have a complaint to the pension ombudsman , failure by ex employer to offer ill health , benefits at time of dismissal may 2010 , and is ongoing , my civil legal claim , at present is also ongoing , and this being at court of session , after losing at employment tribunal , hearing over 4 days in june 2011, regiterd judgement 22/07/2011 , i appealed to eat both in scotland eat1 18/08/2011 , until 18/04/2012 , appeal dismissed , i then had to appeal to court of session , scotlands supreme court , leave to appeal applications again made by me , on 21/05/2012 , this was refused 26/06/2012 and 2 further applications refused orders dated 09/08/2012 and 22/10/2012 all these were made by eat scotland and by president of eat . brian langstaff , i made a leave to appeal , to the court of sesssion , to that court o

> n 06/09/2012, and asked to proceed without authorised sig, as a party litigant ,this was refused on 10/09/2012 by lord ordinary , from 22/07/2011, and all appeals were same as i claimed 18/08/2011 to

present date , all ignored after rule 3 [7] 4/10/2011, refusal , this cont and after 18/04/2012 , i was told by lawyer that , that i lost my et claim and that the et judge had made a change at pre hearing review , to a claim of dda95 direct, s 3 [a] 5 and this was a claim that neither i or ex employer had been told at that hearing , as regards ehrc this was also advice i was given by there scottish advice july2010 , and told never to make ths sort of dda 95 , after hearing n june2011 on 3rd day advocate for ex employer , pointed out to et judge that the direct part of dda95 , was bound to fail and could never succed since lewisham v malcolm 2008 ukh 43 house of lords and that left a unfair dismissal , and that my claim was ruined by her error , and in registerd judgement 22/07/20

> 11 she signed a judgement that made her error and ruined any chance of a fair trial , since her order dated 12/04/2011 , and her fatal decision was covered up by those involved in the appeals there after and cont to present date , and in may 2012 i was made aware the reason why , at that time et judge was about to be given a job as a sheriff , in scottish legal system and that she wouldnt have got that job,if she had been honest and admitted it was her who changed my dda claim to direct , on 08/04/2011 also the eat judge that handle my appeal had interviewd the et judge for the sheriff job then judges my appeal and makes sure that a fair hearing would be as same as i had was given in et claim, since may2012 and being told that the scottish legal system is not the same as the english system , same law just not applied the same up in scotland and that i was unlucky to be born in wrong part of uk and trusted those whose judges in a legal system that is corrupt , to the core , a

> nd the 2 judges involved at that time may 2012 had been doing the same for years , as they had to me and he told me that no lawyer would take my appeal as it would be fatal to there future legal work in scotland, if so, i was told then how corrupt the scottish legal system was and how it was run. and it was run by those who are above the law , and dont answer to anyone , sorry for the long detailed story , as regards ehrc and complaint is failure by there scottish commission knowing what position i was in and on numerous times i had asked for help with legal case and finding out that advocate for my ex employer this being the one who pointed out the error regards et judge change of dda claim on 08/04/2011 a claim that was bound to fail and lat october 2013 after having to take on the legal claim , on my own after having a total mental health breakdown , this being after being told on 21/12/2012 that ehrc could not help me regards my legal claim , on23/12/2012 i was taken to

> local hopital by police and admitted to there mental health ward for suicidal ideation and i had informed the senior solicitor at ehrc on 21/12/2012 and that this was due to this legal nightmare in a corrupt scottish system and that the judges had ruined my chances of a fair hearing and that i had given the ehrc all legal judgements to show that i had never pled or made a claim of direct dda95 , and that i was advised by ehrc advisor not to make this sort of claim ,and i never had at anytime orally or in writing and that it was et judge who made this after pre hearing review 08/04/2011 and neither i or responent legal rep agreed to this at the hearing on 08/04/2011 , and a order dated 12/04/2011 was sent and contained the direct dda95 , a claim that had not been at anytime pled at anytime from et1 09/08/2010 orginating claim, and at 2 cae mgt a pre hearing all before the pre hearing on 08/04/2011 all handled by same et judge , i having taken up the claim on my own and tha

> t i had to make a final appeal to the court of session as a reclaiming motion against refual by lord ordinary on 10/09/2012 on research of other appeals made to the supreme court from the eat and et in scotland i found a case that the ehrc had represented others and that the advocate for the ehrc was same as advocate that had represented my ex employer and that to me was another reason that the scottish legal system was as i had been told in may 2012 , rotten and corrupt to the core , and i then made a complaint againt the ehrc through there complaint policy procedures , and there failure by named senior solicitors in there scottish commission and there failure to act or to assist me regards my legal claim , this complaint was made 14/10/2013 by myself and stage 1 of the ehrc complaint procedure . sent to area where commission that complaint is made / this in my case was scotland , and that was to be looked at by head of legal at commiion scotland , on 29/10/2013 i was asked > to end more document to scottish office so to make the stage 1 and there head of legal was asking for these documents , after doing this , i got a stage 1 outcome on 11/11/2013 and signed by a coporate cofficer from commision in wales and contained not one thing regards my complaint i sent



my experience and all the misery before within scotland ,was and still continues , the pho and there staff who right from the first phone call and this was on 25/04/2014 and i knew that i was not going to get any justice and that all the propaganda along with there lies on there website and that the fool that i was speaking to was telling me this and by end of that call i had lost it and i told him that as politely as i could but he hung up . this was not last i had to deal with this customer service officer , i had to also deal with his manager and same nonsense and this was to continue until end august and by that time i had told the 2 of them that they were making sure that the 14 taff at the ehrc and involved in my complaint , would not be held to account and there 4 months of misery i h

> ad to go through from 14/10/2013 until 17/02/2014 was done knowing that they wouldnt need to worry as there friends at the parlimentary ombudsman would make sure that my complaint would go nowhere and that is exactly what was being attempted, and i made the 2 aware on numerous occasions and was then put through to the review team by these RATS and after was to deal with a caseworker AFTER THE REVIEW TEAM I HAD SPOKEN AND SENT EMAILS TO REVIEW TEAM ALONG WITH DOCUMENTS TO PASS ON TO THE ASSESMENT TEAM AS I HAD TO GO THROUGH REVIEW TEAM AND I THEN SENT ALL EMAILS THAT I HAD SENT BEFORE AND EXPLAINED THAT I DID NOT TRUST THE 2 INVOLVED UP TILL 15/08/2014 and these were to be given to next in line at there team to proceed , and after heard nothing from review team or who was to deal with my complaint next /so was 17/09/2014 had contacted cutomer service for so kind of update as i had not heard or spoken to anyone since review team and this was august 4th got told caseworker arif

> dalvi was who i had and i then emailed him on 17/09/2014 and got phone call told him dont trust the 2 who had dealt with my complaint and he then assured me he was omeone i could trust and i would know within a week where my complaint a next steps , assesment and again i can trust arif and i told him i have heard that same line , and that i was not to worry , and it didnt take a couple days of further investagation by myself i had came acrosss the WHAT DO THEY KNOW WEBSITE and it was your and others that made me aware that the parlimentary ombudsman was not to be trusted and then i emailed arif dalvi told him not to do anything or make anysort of assesment or judgement that i had no trust at all and that i wanted the 2 involved investagated and that i had already to deal with the review team before my complaint had left customer service , this request i emailed to arif dalvi , also phsoenquiers, and mick martin director and julie mellor on 26/09/2014 , and was emailed on 0 > 1/10/2014 from arif dalvi and it was that he was looking to have assesment done by end of next week and that deciion was to be sent by 08/10/2014 as agreed in call between me and him on 17/09/2014 after i got this email i contacted arif 6 times by phone to tell him not to do anything regards my complaint and i had left this on voicemail , also emails , to again make it clear not to do anything regards my complaint on 08/10/2014 got letter and decision regards my complaint sent by arif dalvi and a review applications if i didnt think the decsion was wrong ,after getting this on 08/10/2014 i contacted numerous deparments at phso to speak to someone as arif dalvi would not repond to email and messages on voicemail to explain what i had told him and mick martin julie mellor not to do anything more regards my complaint and instead that arif dalvi the one i could trust does opposite , i finally got to speak to him after being put through by hunan resorces department and was insult

> ed by mr dalvi spoke over me and that i was to go through review team if i wasnt happy but the letter of 08/10/2014 is final and end of complaint and to ask review team and i asked for a reason for his decision on 08/10/2014 and documents on how this was reached also would like this sent with document that had been kept and that i would be putting a complaint in regards arif dalvi and his friends in customer service , on the 27/10/2014 i received a package recorded delivery from mr arif dalvi this contained 2 bundles 1 contained a 2 page insult from mr dalvi regards decision and who i had to complain to regards him and his 2 rat bag colleagues , the 2nd bundle contained what i now know after info contained through your group and others , to be a visual file , this contained over 600 pages all with mr arif dalvi name at top ever page this is all correspondence that i had email to review team on 15/08/2014 , and all emails i had sent also documents sent to review team in august

> , a visual file is a file held by phso which is held electronically on computer and there is another file that is a physical paper file , and the visual file is restricted and is main file , and held on there computer and every complaint to the phso has a visual file , now i have since being sent this contact by head of customer service on behalf of mick martin and asked to look at my complaint against ehrc after emails i had sent to mick martin and that after looking again the decision to investagate the ehrc , is now to proceed and that all those involved at phso will be investagated internally and action taken against those involved ,after i emailed and asked what i thought the issues that were to put forward and what my complaint was and this being what the vial file that i had received and what i thought was there reason to investagate and that this vf had been sent by mistake i now know that they have no idea that i have been sent this vial file as it is a electroni

> c file and held on computer , this was also in same bundle that mr arif dalvi had sent on the 27/10/2014 and it he wouldnt have been stupid enough to print this vf and send it to me along with the 1st bundle and his reason for him and two friends and also in this vfile are internal correspondence between the review team and mr arif dalvi , regardss my complaint and is restricted internal emails , and i have then been advised to go back to the review team if im not happy with arif decision , at present i have emailed the head of customer service and requested that there should be no further action taken and i request that after 8 mths of my complaint being in your orginisation i request that a meeting in person and i would travel and that i would bring the documents that i have as sent knowing as a visualfile and restricted i received a few emails from same manager and ignored my requests and last was email 02/12/2014 that my complaint was now in a list waiting to be put to > the investagation team along with a contact phone number for a voicemail and to leave a message and the reply would be 3 days after voicemail left 5 voicemails since 02/12/2014 and no response and its been more that 3days ive counted how many diffrent people that i have dealt with regards my complaint from 25/04/2014 to present and including review team and there involvement before my complaint is ongoing and there intenal independent external review are far from what they claim , and this is clear in the visual file documentation between mr arif dalvi and that is main reason im contacting your group , to see if you can help myself , and to highlight this in anyway you think best , if its happened to me and how many others have had the same treatment as myself , and there is people who are in a position that is more serious , than myself involving the nhs and especially serious failures that result in loss of life , then having to trust this outfit to investagate these and > to make sure there loss was a mistake and that it wouldnt be repeated , and to then find out that , the review team are not as independant , and that the chance of there being a decision made by this review team ,is your pressure group have showed on this site ,and this to a family who have no idea this organisation are to be trusted if you need any of the documents i have regards this outfit just ask , i see im not supposed to share documents , drafts regards my complaint , but i dont think that i need to follow that rule , my mobile is 07586715423 and my name is peter , as i say long explanation but if you need anything that will help your group just kindest regards peter still

>

>

> Yours,

>

> peter still

>

>

> -----  
> View Freedom of Information requests made by peter still:

> [https://www.whatdotheyknow.com/user/peter\\_still](https://www.whatdotheyknow.com/user/peter_still)

> -----



You can contact me on: 0300 061 4489

Angela.holden@ombudsman.org.uk

Our reference: PA-205710/0063



**In Confidence**  
Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

19 January 2015

Dear Mr Still

### Your complaint about the Equality and Human Rights Commission (EHRC)

I write further to our telephone conversation earlier today. Thank you for taking the time to speak with me. As we discussed on the telephone, your case has been allocated to me and it is my role to investigate your complaint. I am sorry for the delay in your case being allocated to me.

We are now in a position to begin the investigation into your complaint. Following our discussion earlier, I understand that you are not complaining about the advice the EHRC provided. I have therefore removed this from the scope of our investigation. We will therefore investigate the following complaint:

*'Mr Still complains that EHRC did not provide the assistance he was expecting when pursuing his claim against his former employer. Mr Still complains that he has suffered physical and mental distress by having to pursue his claim without any assistance.'*

### Our investigation process

As explained earlier, our investigation will focus on establishing what the EHRC should have done in this case, and what they did do. We will do that by considering the papers you provided, and we will obtain any other evidence we may need from the EHRC. If we found that the EHRC had not acted as they should have done, we would go on to consider the impact of their actions and then consider any recommendations to put things right for you.



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

We will be sending you a draft report and asking for your comments before we complete our investigation. I hope to be able to provide you with a copy of the draft report within the next four weeks but if that is not possible, I will contact you again to update you.

I should also say that we sometimes publish case summaries and include them on our website. These summaries do not include the names of people who have complained to us. We might choose to publish a summary of your complaint. If you have any objections to us doing so, please let me know.

We have sent a copy of this letter to Mr George Galloway for information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Holden', with a long, sweeping horizontal flourish extending to the right.

Angela Holden  
Investigator

RESTRICTED

PA-205710

History Item Number 0062

\*This note is not a verbatim account of my conversation with Mr Still but it does capture the main points.\*

I tried to telephone Mr Still at 10.15am. Mr Still said he had just woken up and asked if I could call back later. I asked if an hour would be ok and Mr Still confirmed that was fine.

At 11.15am, I called Mr Still again. I introduced myself, explained where I was calling from and explained that I wanted to discuss his complaint to our office. I asked if now was a good time and Mr Still explained that it was.

Mr Still began to talk about his experience with our office so far. He said it had been a year since he had complained to us. He said that his complaint had ended on 27 October and he had emailed Mick Martin. Mr Still said he had then had an email from Gillian Hodgson. He said that he asked for a copy of his documents back and he had then received a copy of the Visual File. Mr Still said he was not stupid and every time he came to us we changed the reference. He said he had asked for a meeting and that explaining his complaint would only take five minutes. Mr Still said that the last person he had spoken to was Samantha McIntosh and she gave him his reference number. Mr Still said he had dealt with 17 different people in total. I acknowledged Mr Still's comments about the service he had received and I apologised for that. Mr Still said that he wanted to come to Manchester to meet with me and someone senior because his experience so far had been shoddy. I explained that it was not my role to look at the service he had received from our office, my role was to investigate his complaint.

Mr Still said that his human rights had been breached because a judge had changed his case to a direct discrimination case. He said he had told them all that, he was not stupid and he was not going away. Again I explained that I could not get involved in his complaint about other members of staff. I explained that my role was to investigate his complaint about the EHRC. I said that if he wanted to complain about members of the Ombudsman's office, he could contact the Customer Care Team and I would be happy to pass him the details. Mr Still said he had already been through everyone and he would just email Mick Martin.

Mr Still said he had asked on a number of occasions what he complaint was about but nobody had answered that. He said that that was why he wanted a meeting with us. I said I would not commit to a meeting now as I did not think it was necessary. I said that we would discuss his complaint over the telephone and if anything was unclear, we might consider a meeting then. Mr Still said he wanted a meeting, he had waited a year. I said that I understood he was dissatisfied with our office. Mr Still said that he was not asking us to look at his complaint about the court of Human Rights, and the judges. Mr Still reiterated his request for a meeting. Again he explained he had seen the Visual File and that he had been given a different reference number. Mr Still said that our office had made his life a misery. I said I was very sorry to hear that. I asked if there was a reason why Mr Still needed to meet instead of discussing his complaint over the telephone. Mr Still said he wanted a meeting and was willing to travel to Manchester. He said he would not have had a call from Gillian Hodgson. Again I reiterated that I could not look at these issues for Mr Still.

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I explained to Mr Still that we had proposed to accept his case for investigation. I asked if we could move on to discuss his complaint and Mr Still agreed. I said that I understood Mr Still's complaint was about poor advice he had received from the EHRC. Mr Still said that that was not true. He said he had never complained about that and he had told us that a million times. I said I would make a note of that. I said I also understood that Mr Still had complained that the EHRC had not offered him assistance. Mr Still said he had never complained about that. In light of Mr Still's comments here, I asked Mr Still to tell me what he had complained about.

Mr Still said that his complaint had started on 14 October, and he had had an email on 29 October and the complaint ended on 30 October. He said that he had an employment tribunal claim against his former employer which he was intending to complain to the Court of Human Rights. He said that the judge at the tribunal had changed his complaint to a claim of direct discrimination. He said that the hearing was scheduled for four days but he had already been beat before he went in because she had changed the claim. Mr Still said he never could have won. He said he asked for a written judgement which he received but this said nothing about the change in his claim. Mr Still said he had then gone to the Employment Appeals Tribunal but was told that he did not have a case. He said he had approached a solicitor but they had told him that the Scottish justice system was corrupt. He said he had had to do everything himself. Mr Still said he had tried to kill himself around that time. I said I had read that and was sorry to hear it. Mr Still said it was ok.

Mr Still then moved on to talking about Irene Henery at the EHRC. He said that he had asked them to help him with his legal case but they had said they could not help. I asked Mr Still if he had asked them to help with his case against Tesco or with the issues surrounding the tribunal. Mr Still said he had asked them to help with his legal case about Tesco. Mr Still said he had tried to kill himself again at that stage. I asked Mr Still if his complaint then was about the EHRC's decision not to assist him with his claim against Tesco and Mr Still confirmed that that was correct. He said it had been going on for years but he had never complained to us about Tesco. I said I understood that. I said that from what he was telling me, I understood he was complaining that the EHRC did not help him and he said that was right.

Mr Still said he had wanted his MSP to investigate the corrupt judges involved in this case and he had contacted Alex Salmond. Mr Still said he had wanted to go to the court of Human Rights. He returned to talking about Irene Henery and said that she had violated his human rights. I asked why and Mr Still said that she had failed to help him. He said he had had an email from Irene Henery on 16 November saying they would not help him and he had asked a few questions. Mr Still said it was all in the emails. Mr Still said he had asked for a meeting with Irene Henery and his mental health advocate but that had not taken place. Mr Still reiterated that he had never complained about the advice given by the EHRC and I said I would amend the scope of his complaint.

Mr Still said he wanted the court of Human Rights to say to the Ministry of Justice that he should be allowed to appeal. He said that all of the judges were still sitting.

I brought Mr Still back to discussing his complaint about the EHRC. I reiterated to Mr Still that we would be investigating his complaint that the EHRC did not help with his claim. Mr Still said that was right. He said that the case had been through 3 or 4 case managers and a few reviews and they were still violating his human rights. I explained that though I

could see that these issues were all linked, I understood that Mr Still just wanted us to look at the EHRC's decision not to help him with his claim. Mr Still confirmed that that was the case.

I tried to ask Mr Still about the impact and he said that he could not get help from anywhere else. He said his right to an appeal had been ended and he wanted to be put back in the position he had been. Mr Still said that the judges involved were paid around £200k per year and he had claimed £3 million. Mr Still said that he had a pension claim too which was connected. I said that had been referred to the Pensions Ombudsman and Mr Still confirmed that. He said the court of Human Rights should have said to them too about looking at the matter. Mr Still said he wanted the court of Human Rights to consider his case. I explained that that was not a matter for us and I explained our investigation. Mr Still said he appreciated that but he wanted to get back at those involved in the case.

I told Mr Still that I wanted to explain the investigation process. Mr Still asked if we could look at the Disability Discrimination Act, and he said that we needed to start with the judgement that was made. I said that we could not do so in this case, that our role would only be to consider whether the EHRC had done what they should have done in relation to helping Mr Still. He said this was a complex legal case and we needed to talk to a lawyer.

I explained the process which our investigation would follow. I said that we would write to Mr Still and the EHRC today to confirm our investigation. I said that I would then go through all of the papers that Mr Still had sent us and find out what the EHRC had done. I explained that we needed to know what the EHRC should have done in this case, and we would compare that with what they actually did. I said we would look to see if the EHRC had done anything wrong and explained that this was known as 'maladministration' and that if something had gone wrong, we would look at how Mr Still had been affected.

I asked Mr Still if he was still using a mental health advocate. He said that they had last received correspondence some time ago. I said that if Mr Still wanted, we could send them copies of the draft report and correspondence, but we would only do that at Mr Still's request. Mr Still said we did not need to, we could just send it all to him. I said that was fine.

I returned to speaking about the process, in terms of going through the file. He said he had sent information to Arif Dalvi and referred to Arif as a 'muppet'. Mr Still said we needed to speak to a lawyer because the judge had changed his case. I said that I would not commit to speaking with a lawyer, because our starting point was to see what the EHRC did and what they were required to do. I said that if we needed to, we could speak to a lawyer but I would decide if that was necessary during the investigation.

Mr Still said he had joined PHSO the Facts. He asked if I had heard of them. I confirmed that I had and that I was aware that our office had had some contact with them. Mr Still said he had joined on Christmas eve.

I set out the process in terms of sharing draft reports and allowing time for comments. I asked Mr Still if he had any questions and he said no. He said he had just had enough. Mr Still returned to speaking about this complaint about our service. I acknowledged that that was important for Mr Still but said I thought we needed to keep that separate from

our investigation. Mr Still noted that I would not be looking at that. I said if Mr Still had no more questions, we would leave it there. Mr Still thanked me for my time. I thanked Mr Still for his time too and we ended the call.

You can contact me on: 0300 061 4489

Our reference: PA-197514/0197  
(Previously PA-205710)

Angela.holden@ombudsman.org.uk



**In Confidence**  
Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

27 January 2015

Dear Mr Still

### Your complaint about the Equality and Human Rights Commission

Please find enclosed a copy of our draft investigation report for your complaint about the Equalities and Human Rights Commission (the Commission). Our draft report explains the reasons for our proposed decision and what information we used to make it.

We have provisionally decided to not uphold your complaint.

### What happens next?

This is our draft decision and so we have not made anything final yet.

Therefore, we would like to hear from you about our proposed decision and what we have said. In particular, we would like to know:

- If we have got any of the facts wrong (or have missed anything);
- If we have not explained our decision clearly (or if something needs more detail); and
- If you agree or disagree with our proposed decision and our reasons for it.

**Please could you let us have any comments by 10 February 2015?** If you need more time, please call (or email) me as soon as possible using the details at the top of this letter. Please note that, if we have not heard from you by this date, we may assume you do not have any comments.

We are also sharing our draft report with the Commission for their views.



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Making our report final**

Once we have looked at comments from you and others, we will decide if we need to make any changes. If we do, we will make it clear what we have changed and why. In any event, we will give you a response to your comments.

### **An explanation of your reference numbers**

We opened your complaint PA-197514 in July 2014. In October 2014 we decided not to investigate that complaint and we closed the case. In November 2014 we reconsidered our decision and we decided to investigate your case. We gave your case a new reference number (PA-205710). Rather than allocating a new case number, we should have re-opened the old case reference (PA-197514). We have now done that and so this investigation will proceed using the reference PA-197514. I am sorry for any inconvenience caused. I should explain that reference numbers are only used to identify your case and to ensure we capture information about cases accurately. The change in reference numbers has no bearing on how we conduct our investigation or the decisions we make on your case.

### **Some important information you need to know**

We carry out our investigations in private and there are legal restrictions on sharing the information we give you with other people. Our reports often contain confidential information too.

You can share this draft report with a representative in order for you to comment on it. However you, or anyone you show it to, must not make the report (and the information in it) public. If you need any more information about who you can share our report with, please do contact me.

We publish short, anonymised summaries of completed cases on our website and publicise these. If you do not want us to publish your case in this way, or have any questions, please let us know. You can find out more at [www.ombudsman.org.uk/about-our-case-summaries](http://www.ombudsman.org.uk/about-our-case-summaries).



Please contact me if you have any questions.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Holden', with a long, sweeping horizontal stroke at the end.

Angela Holden  
Investigator

Enc: 1

Case reference: PA-205710-STILL

Parliamentary Commissioner Act 1967

Report by the Parliamentary Ombudsman to

Mr George Galloway MP

Into a complaint made by

Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

Complaint about

The Equality and Human Rights Commission (the Commission)

The complaint

1. Mr Still complains that EHRC did not provide the assistance he was expecting when pursuing his claim against his former employer. Mr Still complains that he has suffered physical and mental distress by having to pursue his claim without any assistance.

Our provisional decision

2. We propose to not uphold Mr Still's complaint. This report will set out the reasons for that decision.

How we considered Mr Still's complaint

3. During this investigation, we have carefully considered the papers provided by Mr Still and the EHRC. We have also considered the points made by Mr Still during our telephone conversation.

4. In reaching our decision, we have compared what should have happened (as set out in paragraphs 5 to 8) and what did happen (paragraphs 9 to 19). In doing so, we consider whether the Commission's actions and decisions fell short of what they should have done and, if so, whether those failings were significant enough to amount to maladministration. If we found maladministration, we would then go on to consider the impact of the Commission's actions and consider whether to make recommendations to put things right.

### Relevant information about the Commission

5. The Commission's role is to challenge discrimination, and protect and promote equality and human rights. The Commission's role is set out in the *Equality Act 2006* (the Act). The Act explains that the Commission should prepare a plan showing the activities they intend to take in order to fulfil their role, their priorities for different activities and the principles for determining their priorities.

6. The Commission's strategic plan for 2012-15 explains that the Commission uses their expertise and influence to support the development of policies and services that promote equality of opportunity and safeguard human rights. The strategic plan also explains that the Commission seek to use their resources in a way that adds the most value given their unique powers and functions. It explains that the Commission will focus on the issues where they can make the most difference. With regard to their priorities, the strategic plan says that the Commission's broad mandate means that there is a very long list of issues that they could take an interest in and so they have chosen three strategic priorities which are:

- to promote fairness and equality of opportunity in Britain's future economy;
- to promote fair access to public services, and autonomy and dignity in service delivery; and
- to promote dignity and respect, and safeguard people's safety.

7. The Commission's 'Compliance and Enforcement' policy explains the type of actions the Commission may take if they decide to intervene in a case. The policy says that they ensure their actions are evidence-based, proportionate and consistent. The policy also explains that the Commission's preference is informal action or cooperation. The policy explains that if the Commission decides to take formal enforcement action they can, amongst other things, conduct enquiries or investigations.

### Complaints about the Commission

8. The Commission's complaint policy says that there are two stages in the complaints process. They say that at the first stage of the complaints process a senior officer from the relevant directorate will respond to the complaint. If a person is dissatisfied, they can request a review of the case which will be carried out by a director or deputy director.

### Background

9. Mr Still was dismissed by his employer and pursued a claim against them. He took his case to an employment tribunal but that was unsuccessful. Mr Still appealed against the decision to the Employment Appeal Tribunal but his case was dismissed. {from Mr Still's letter of 27 November 2012, pink flag 1}

### The Commission's decision not to intervene in Mr Still's case

10. On 27 November 2012 Mr Still wrote to the Commission. He set out a history of his case {pink flag 1}. Mr Still said he was making an urgent request for investigation and he asked for the Commission's help in his case against his former employer. {pink flag 2}

11. On 6 December 2012 the Commission replied to Mr Still. They noted that Mr Still had asked them to investigate his complaint about his former employer and said they had considered the documents Mr Still had provided. The Commission said that they received a great number of requests to investigate potential discriminatory policies and practices and they could not take action on every case which was brought to their attention. The Commission said they had a clear set of criteria and objectives on which they based their decisions. The Commission said that when deciding whether to use their investigatory powers, they must consider whether enforcement action was:

- proportionate to the nature, potential impact, likelihood and severity of the identified risk or legislative breach or whether resources would be better used elsewhere to greater effect;
- appropriate and in accordance with the Commission's strategic priorities;
- consistent with the law and the Commission's approach to compliance and enforcement decisions; or
- necessary because attempts to encourage compliance have failed.

12. The Commission noted that the tribunal had dismissed Mr Still's claim of unfair dismissal and disability discrimination and his attempts to appeal had been unsuccessful. The Commission said they had considered the concerns Mr Still had raised about his former employer but had decided not to take any action. The Commission explained that they had recorded the issue on their database so that they could use the information to identify any patterns of systemic discrimination and decide in future whether intervention would be a reasonable and proportionate to use their enforcement powers. {Pink flag 3}

13. On 19 December 2012 Mr Still replied to the Commission. He explained that he had to represent himself throughout the legal process and he set out some of his concerns about the tribunal. Mr Still asked the Commission to telephone him regarding the legal process and the grounds of appeal that had been unsuccessful because he needed closure and to be able to understand the legal issues involved. {pink flag 4} On the same day, the Commission replied to Mr Still, they said that they were unable to provide the advice Mr Still had requested and suggested that he contact a solicitor, an employment law adviser or the Citizen's Advice Bureau. {pink flag 5}

14. Mr Still replied to the Commission again. He explained that he had approached the Citizen's Advice Bureau three times, had contacted a number of

lawyers and contacted the law departments at two universities. Mr Still asked the Commission to pass the documents to someone who could help him. {pink flag 5}

15. On 21 December 2012 the Commission replied to Mr Still. They said they were sorry that they were unable to advise him on his case. The Commission said they appreciated it had been difficult for him to get help but the Commission's helpline had been closed and had been replaced by the Equality Advisory and Support Service (EASS). They said the EASS could not provide advice on tribunal procedures once a claim had been lodged and so would be unable to assist him. The Commission provided a telephone number for a law centre which they said may be able to help. {pink flag 6}

16. On 16 February 2013 Mr Still contacted the Commission again. He asked them to return his documents, and also asked for details of how he could make a complaint. {pink flag 7} On 19 February the Commission replied to Mr Still explaining that the documents were being sent to him, and providing a copy of the complaints policy. {from Commission letter dated 9 December 2013, pink flag 14}

17. In early October 2013 Mr Still emailed the Commission three times. He explained his complaint about his former employer and the appeals he had pursued. Mr Still asked the Commission to pass his email to someone within the Commission who would attempt to help him. Mr Still also asked for a meeting with the Commission. {pink flags 8, 9 and 10} On 8 October 2013 the Commission replied to Mr Still. They said they had set out their position in their earlier letters and it was not their practice to meet with people who asked that the Commission use their enforcement powers. {pink flag 11}

#### **Mr Still's complaint to the Commission**

18. On 14 October 2013 Mr Still complained to the Commission. Amongst other issues, Mr Still complained that the Commission had been unable to assist him. On 11 November 2013 the Commission replied to Mr Still. The Commission explained that their legal department had considered Mr Still's request for assistance and their decision remained the same as set out in their letter of 6 December 2012 (paragraph 11). The Commission reiterated the explanation they had sent to Mr Still previously, explaining that they could not take action on every case brought to them but that they had added the information provided by Mr Still to their database. {pink flag 12}

19. On 18 November 2013 Mr Still requested a review of the Commission's decision. Mr Still explained that the Commission had violated his human rights. {pink flag 13} On 9 December 2013 the Commission completed their review of Mr Still's complaint. They said they had reviewed the correspondence Mr Still had had with the Commission and the letter explaining their decision not to take further action regarding Mr Still's concerns (paragraph 11). The Commission said they did not think that had breached Mr Still's human rights. They said they had tried to explain their position regarding requests for assistance given their limited resources and the criteria for using their powers. The Commission said that they

understood that Mr Still was disappointed that they had been unable to help him but they had explained their position and provided as much information as they could. {pink flag 14}

### Our provisional findings

20. As they are required to do, the Commission have produced a strategic plan (paragraph 6) which sets out their priorities for 2012-15. In that plan, the Commission are clear that they will focus their resources on the areas where they can add the most value in achieving their priorities. Based on that, the Commission have a wide discretion to decide whether to intervene in cases that are brought to them. We can only question their discretionary decisions if we think that something has gone wrong in their decision-making process. We cannot question a decision simply because we, or someone else, might have reached a different decision from the one that was made.

21. The Commission have explained why they decided not to intervene in Mr Still's case. The request was assessed and considered in accordance with the Commission's strategic plan 2012-15. In their letter of 6 December 2012 (paragraph 11) the Commission explained the factors they considered when making their decision not to intervene in Mr Still's case and they also confirmed that they took account of all the information that Mr Still provided. We find that decision was reasonable.

22. The Commission have followed their complaints procedure when responding to Mr Still's concerns and provided responses under stage one and stage two of their complaints response (paragraphs 18 and 19). We find that the Commission's responses to Mr Still's complaint properly explained their role and the reasons for their decision.

23. In summary, we provisionally find that the Commission's decision not to intervene with Mr Still's case was reasonable and that it has been explained to Mr Still appropriately. We appreciate that Mr Still was dissatisfied with the Commission's decision but we have not found any reason to question their decision in this case.

### Conclusion

24. {to add}

TO: PETER STILL

**Subject:** FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr

---

**From:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

**To:** [mick.martin@ombudsman.org.uk](mailto:mick.martin@ombudsman.org.uk)

**Subject:** FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr

**Date:** Mon, 2 Feb 2015 04:55:51 +0000

mike martin do not ignore this email regards my complaint against the equality and human rights commission , last email sent 24/12/2014 , i joined the PRESSURE GROUP ON XMAS EVE I HAVE YOUR CONTACT NUMBER I WILL PHONE YOU TODAY AT 10AM GIVE YOU TIME TO CHECK ON MY COMPLAINT AS YOU KNOW YOPUR NAME IS PUT FORWARD SINCE START NOVEMBER 2014 BY GILLIAN HODGSON MANCHESTER , EM,AIL BELOW AFTER MY COMPLAINT SENT FROM LONDON . BY SAMATHA MCINTOSH BACK TO MANCHESTER THAT A YEAR MY COMPLAINTS BEEN IN YOUR SO CALLED COMPLAINTS CHAMPION AND 17 DIFFRENT MEMBERS OF YOUR CHAMPIONS STAFF MADE MY LIFE A MISERY AND (I WANT TO MEET YOU I WILL TRAVEL TO LONDON ALSO A LEGAL MEMBER OF YOUR TEAM ) i have forwarded this to julie mellor and russell barr , that propaganda you have on your website is so far from reality its surreal , just like the EHRC SITE , you could compare it to same propaganda , 82 years ago in NAZI GERMANY FROM 1933 TO 1945 , my gran used to have a saying PRACTICE WHAT YOU PREACH , apply saying to EHRC AND PHSO , ONE LAST THING I HAD TO DEAL WITH 14 STAFF FROM EHRC IN HANDLING MY COMPLAINT FROM 14/10/2013 , TO 17/02/2014 , not once did they mention at vany time what my vcomplaint to them was , FROM 31/01/2014 TO PRESENT DATE ONGOING 17 DIFFRENT STAFF FROM PHSO HANDLING OF MY COMPLAINT AND AGAIN NOT ONCE HAVE THEY MENTIONED WHAT MY COMPLAINT IS SO 3 MORE THAN EHRC , MADE MY LIFE A MISERY AND WITH THE LATEST CONTAINED IN EMAIL BELOW IT CONTINUES I STAY IN SCOTLAND AND I WILL TRAVEL THE 400 MILES TO MEET YOU AS YOUR ACCOUNTABLE FOR ALL THE 17 STAFF , MY MENTAL HEALTH HAS GOT WORSE THAN EVER TO THE POINT OF THINKING OF ENDING MY LIFE AGAIN , regards peter still

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**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: peter still (peterstill1969@hotmail.co.uk)  
Sent: 02 February 2015 13:43:21  
To: phso the facts (phso-thefacts@outlook.com)

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From: peterstill1969@hotmail.co.uk  
To: holden.angela@ombudsman.org.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Mon, 2 Feb 2015 10:49:57 +0000

ok angela last email , you contacted me on the 19/01/2015 , and sent letter stating that you were going to investigate my complaint on the 27/01/2015 you sent a draft report [on the investigation you said you were going to do on the 19/01/2015] i received this on friday 30/01/2015 , you have carried out the investigation in 5 days , in that draft report not once have you mentioned what my complaint regards EHRC was then you give me till 10/02/2015 to comment on the nonsense in that draft report , you read the email i sent to mike martin not just the end part , read it all if you dont understand then read it again and again , and if you are still having trouble understanding what its telling you then thats to bad , my next intention is i will be travelling with my eldest daughter to london on 11/02/2015 , with all the evidence i have this being the visual file that was sent to me on the 27/10/2014 , along with arif dalvis , decision on my complaint , as for internal information thats all in my visual file , which when i spoke to samatha mcintosh she informed me that she could not find the refrence numbers stated in the email i sent you on the 30/01/2015 , as i have already made those involved that i had documents of my visual file to gillian hodgson , i now know that my visual file has been erased , especially with regards to your draft report and the investigation that took you 5 days to complete, now i hope that explains my position clearly , as for you being concerned about my mental health , if that was so you wouldnt have sent that nonsense on the 27/01/2015 and this email i replying to just now , regards peter still



---

**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **peter still** (peterstill1969@hotmail.co.uk)  
Sent: 03 February 2015 12:13:58  
To: Holden Angela (holden.angela@ombudsman.org.uk)

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From: Julie.Mellor@ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Mon, 2 Feb 2015 16:53:33 +0000

Dear Peter

Thank you for writing to me personally regarding your complaint against the Equalities and Human Rights Commission.

In order to ensure that you are properly looked after, I have passed your concerns to our Customer Care Team who will be in touch with you directly within 5-7 working days.

Kind regards,

Julie

**Dame Julie Mellor DBE**

**Parliamentary and Health Service Ombudsman**

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: peter still (peterstill1969@hotmail.co.uk)  
Sent: 02 February 2015 10:55:13  
To: m (mick.martin@ombudsman.org.uk)

dear mike martin , i will be travelling to london on the 11/02/2015 with my eldest daughter to millbank tower to see you in person , got the reply below from angela holden , i will not be phoning you i will see you in person on wednesday 11/02/2015 if this is not suitable then please provide a date and time after 11/02/2015 , i have to arrange money to travel and wont have this until 11/02/2015 regards peter still

---

From: peterstill1969@hotmail.co.uk  
To: holden.angela@ombudsman.org.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Mon, 2 Feb 2015 10:49:57 +0000

ok angela last email , you contacted me on the 19/01/2015 , and sent letter stating that you were going to investigate my complaint on the 27/01/2015 you sent a draft report [on the investigation you said you were going to do on the 19/01/2015] i received this on friday 30/01/2015 , you have carried out the investigation in 5 days , in that draft report not once have you mentioned what my complaint regards EHRC was then you give me till 10/02/2015 to comment on the nonsense in that draft report , you read the email i sent to mike martin not just the end part , read it all if you dont understand then read it again and again , and if you are still having trouble understanding what its telling you then thats to bad , my next intention is i will be travelling with my eldest daughter to london on 11/02/2015 , with all the evidence i have this being the visual file that was sent to me on the 27/10/2014 , along with arif dalvis , decision on my complaint , as for internal information thats all in my visual file , which when i spoke to samatha mcintosh she informed me that she could not find the refrence numbers stated in the email i sent you on the 30/01/2015 , as i have already made those involved that i had documents of my visual file to gillian hodgson , i now know that my visual file has been erased , especially with regards to your draft report and the investigation that took you 5 days to complete, now i hope that explains my position clearly , as for you being concerned about my mental health , if that was so you wouldnt have sent that nonsense on the 27/01/2015 and this email i replying to just now , regards peter still

---

From: Holden.Angela@ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Mon, 2 Feb 2015 09:42:57 +0000

**PROTECT**

Dear Mr Still

Thank you for your emails sent on Friday last week and this morning.

#### Your request for an extension to the deadline for comments

We shared the draft report with you on 27 January 2015 and asked for your comments by 10 February 2015. In your email you said you needed an extension on the deadline for comments but you did not give any reasons for that. In those circumstances, we have not yet extended the deadline for your comments. If you have any reasons for asking for the deadline to be extended (for example if you need more time due to other commitments) then please let me know and we will consider whether we can extend the deadline. Without those reasons, we will not extend the deadline but we will wait until 10 February 2015 for any further comments you may wish to make on the draft report.

#### Your comments about the reference numbers allocated to your case

In my letter of 27 January 2015, I also explained that we had re-opened your old reference number (PA-197514). I realise that you are dissatisfied with our handling of your case, and the reference numbers we have allocated. The intention of my letter was only to explain why we had changed your reference number, it was not to give a full account of how we have handled your case so far. When we spoke on the telephone, I explained that my role was not to deal with your concerns about how we had handled your case; my role is to carry out an investigation of your complaint about the Equalities and Human Rights Commission. Our decision to change your reference numbers is purely for our internal information, it has no bearing on the investigation I am completing. If you wish to complain about our handling of your case or our decision to change the reference numbers, please contact our Customer Care Team on: 0345 015 4033 (using option 3) or email us at [feedbackaboutus@ombudsman.org.uk](mailto:feedbackaboutus@ombudsman.org.uk).

#### Comments in your email to Mick Martin

I was very concerned to read that your mental health has deteriorated and that you were considering taking your own life. I wanted to check whether you had any support available or whether there was anyone we could contact on your behalf? I know you had previously been in contact with a mental health advocate. If you would like us to contact them, or to send them a copy of the draft report, then please let me know.

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**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **peter still** (peterstill1969@hotmail.co.uk)  
Sent: 03 February 2015 12:13:58  
To: Holden Angela (holden.angela@ombudsman.org.uk)

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From: Julie.Mellor@ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Mon, 2 Feb 2015 16:53:33 +0000

Dear Peter

Thank you for writing to me personally regarding your complaint against the Equalities and Human Rights Commission.

In order to ensure that you are properly looked after, I have passed your concerns to our Customer Care Team who will be in touch with you directly within 5-7 working days.

Kind regards,

Julie

**Dame Julie Mellor DBE**

**Parliamentary and Health Service Ombudsman**

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**RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **Holden Angela** (Holden.Angela@ombudsman.org.uk)  
Sent: 06 February 2015 16:26:52  
To: 'peter still' (peterstill1969@hotmail.co.uk)

**PROTECT**

Dear Mr Still

I write in response to your emails from 2 and 3 February 2015.

You said that you intend to visit our office in London on 11 February 2015 to meet with Mick Martin. I understand from Mick Martin's office that he will not be meeting with you on that date. As Dame Julie Mellor explained, your concerns about our service and our handling of your complaint have been passed to our Customer Care Team who will consider how we can best deal with those concerns. They will contact you shortly to discuss those concerns.

As we discussed on the telephone, your concerns about our handling of your complaint are separate from the investigation I am completing. It is still open to you to send me any comments you have on the draft investigation report. Please send those comments to me by **10 February 2015**. We will then consider any comments that you have made and decide whether we can finalise our investigation report at that stage.

Yours sincerely

**Angela Holden**

**Investigator**

**Parliamentary and Health Service Ombudsman**

**T: 0300 061 4489**

**E: [angela.holden@ombudsman.org.uk](mailto:angela.holden@ombudsman.org.uk)**

COPY OF THE TELEPHONE CONVERSATION YOU KEEP GOING ON ABOUT THIS BEING MONDAY 19/01/2015 I DID NOT AGREE TO WHAT YOU KEEP SAYING IN THE EMAILS YOU ARE HARRASSING ME WITH , REGARDS PERTER STILL, I WILL FORWARD THIS TO MICK MARTIN AND JULIE MELLOR , OFFICE AND TO WHOEVER IT WAS THAT SENT THE EMAILS ON THERE {BEHALF} SICK OF THIS CONTINUED NIGHTMARE BUT I CAN ASSURE YOU I WONT GIVE THIS UP , REGARDS PETER STILL

---

From: [Holden.Angela@ombudsman.org.uk](mailto:Holden.Angela@ombudsman.org.uk)

To: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr

Date: Fri, 6 Feb 2015 16:26:44 +0000

PROTECT

Dear Mr Still

I write in response to your emails from 2 and 3 February 2015.

You said that you intend to visit our office in London on 11 February 2015 to meet with Mick Martin. I understand from Mick Martin's office that he will not be meeting with you on that date. As Dame Julie Mellor explained, your concerns about our service and our handling of your complaint have been passed to our Customer Care Team who will consider how we can best deal with those concerns. They will contact you shortly to discuss those concerns.

As we discussed on the telephone, your concerns about our handling of your complaint are separate from the investigation I am completing. It is still open to you to send me any comments you have on the draft investigation report. Please send those comments to me by **10 February 2015**. We will then consider any comments that you have made and decide whether we can finalise our investigation report at that stage.

Yours sincerely

**Angela Holden**

**Investigator**

**Parliamentary and Health Service Ombudsman**

**T: 0300 061 4489**

REGARDS PETER STILL

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From: Holden.Angela@ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
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Yours sincerely

**Angela Holden**

**Investigator**

**Parliamentary and Health Service Ombudsman**

**T: 0300 061 4489**

**E: [angela.holden@ombudsman.org.uk](mailto:angela.holden@ombudsman.org.uk)**

**W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

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**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **peter still** (peterstill1969@hotmail.co.uk)  
Sent: 10 February 2015 14:00:18  
To: samatha.playford@ombudsman.org.uk (samatha.playford@ombudsman.org.uk)

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From: peterstill1969@hotmail.co.uk  
To: phso.enquiries@ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Tue, 10 Feb 2015 13:54:26 +0000

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From: peterstill1969@hotmail.co.uk  
To: russell.barr@ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Tue, 10 Feb 2015 13:54:06 +0000

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From: peterstill1969@hotmail.co.uk  
To: julie.mellor@ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Tue, 10 Feb 2015 13:53:44 +0000

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From: peterstill1969@hotmail.co.uk  
To: holden.angela@ombudsman.org.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Tue, 10 Feb 2015 13:52:57 +0000

ANGELA HOLDEN , DO NOT DO ANYTHING MORE REGARDS MY COMPLAINT , YOU ARE HARRASING ME AND IT IS AFFECTING MY MENTAL HEALTH , I WANT YOU TO PROVIDE ME WITH THE CONTACT NUMBER OF YOUR LINE MANAGER AS I WANT TO



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**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

From: peter still (peterstill1969@hotmail.co.uk)  
 Sent: 10 February 2015 13:54:26  
 To: phso.enquiries@ombudsman.org.uk (phso.enquiries@ombudsman.org.uk)

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From: peterstill1969@hotmail.co.uk  
 To: russell.barr@ombudsman.org.uk  
 Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
 Date: Tue, 10 Feb 2015 13:54:06 +0000

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 To: julie.mellor@ombudsman.org.uk  
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 Date: Tue, 10 Feb 2015 13:53:44 +0000

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 Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
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MY COMPLAINT GETTING SE4NT BACK TO MAQNCHESTER WHERE THOSE INVOLVED ARE CORRUPT TO THE CORE AND OUT OFF ALL THEM YOU ANGELA HOLDEN WERE WORST SO I ASKING YOU TO EMAIL ME WHAT IM ASKINMG FOR . REGARDS peter still

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To: peterstill1969@hotmail.co.uk  
Subject: RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
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**Automatic reply: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **Holden Angela** (Holden.Angela@ombudsman.org.uk)

Sent: 10 February 2015 13:53:09

To: peter still (peterstill1969@hotmail.co.uk)

I will be out of the office until Thursday 12 February 2015.

Your email has not been forwarded. If you enquiry is urgent please contact my colleague, Samantha Playford on 0300 061 4491 or by email: [samantha.playford@ombudsman.org.uk](mailto:samantha.playford@ombudsman.org.uk)

Thank you.  
Angela Holden

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**(No Subject)**

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From: **Playford Samantha** (Samantha.Playford@ombudsman.org.uk)

Sent: 12 February 2015 15:53:47

To: 'peter still' (peterstill1969@hotmail.co.uk)

PROTECT

Dear Mr Still

Further to my last email the required password is:

HG23?by7

Kind regards,

**Sam Playford**

**Business Support Officer**

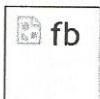
Parliamentary and Health Service Ombudsman

T: 0300 061 4491

E: [samantha.playford@ombudsman.org.uk](mailto:samantha.playford@ombudsman.org.uk)

W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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The original of this email was scanned for viruses by Government Secure Intranet virus scanning service supplied exclusively by Cable & Wireless in partnership with MessageLabs.

2/12/2015 4:12 PM

27/01/2015 and now she informs me is the final report but due to her continued harrasment to end my complaint by 10/02/2015 which she says upset me i wasnt being sent this i also got a document of the email telephone conversation password protected i cant open this so ask for final report and telephone to be emailed to me asap , without the password , just before i go , if i was you glenn id go and check my VISUAL FILE the main one you have stored electronically on your computers , look to see from 27/10/2014 and go back till start of my complaint 11/05/2014 whats missing , dont worry know i have a paper copy of my visual file all dated 15/08/2014 sent to arif dalvi by josyln gooding from the review team , phone her and ask also a james harrigan , your the 19 staff member ive had to deal with , also i need the name of the case worker in mick martins office as well kindest regards peter still , i have not been offered or contacted by customer service after dame julie says 5/7 days that 10 , and counting

---

From: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

To: [holden.angela@ombudsman.org.uk](mailto:holden.angela@ombudsman.org.uk)

Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr

Date: Thu, 12 Feb 2015 16:03:06 +0000

WHY HAVE YOU NOT REPLED TO THE EMAIL BELOW , I WANT NAME AND CONTACT NUMBER OF YOUR LEGAL ADVISOR AT PHSO , I WANT THE NAME AND CONTACT NUMBER OF YOUR LINE MANGER ANGELA HOLDEN AS I WANT TO MAKE A COMPLAINT ABOUT YOUR CONDUCT REGARDS MY EHRC COMPLAINT A INVESTAGATION THAT TOOK 5 DAYS AND NOT ONCE DID YOU MENTION WHAT MY COMPLAINT WAS , ALSO WANT THE NAME AND CONTACT NUMBER WHO INFORMEWD YOU THAT MICK MARTIN WAS NOT WILLING TO MEET ME ON THE 11/02/2015. thats over a year i have had my comp[laint in your sop called champion of complaint handling and 17 , yes 17 diffrent staff who have msde my life a misery and my mental health , ive got the VISUAL FILE WHICH WAS INCLUDED IN DOCUMENTS I WAS SENT ON 27/10/2014 BY ARIF DALVI ALL WERE FROM 15/08/2014 AND SENT BY REVIEW TEAM TO ARIF DALVI THESE BEING THE 50 EMAILS I SENT TO JOSYLN GOODING ON THE 15/08/2014 AND EVER SHEET OF NEARLY 400 PLUS PHOTOCOPYS HAD ARIF DALVIS NAME AT TOP OF EVER PHOTOCOPY , I WANT TO MEET THE LEGAL TEAM ASKED FOR THIS COUNTLESS TIMES 5 TIMES THE DAY THAT YOPU PHONED ME , I WANT A REPLY TO THIS BY EMAIL TODAY , YOU HAD CHANCE TOLD YOU IN THAT PHONE CALL I WASNT HAPPY MY COMPLAINT GETTING SE4NT BACK TO MAQNCHESTER WHERE THOSE INVOLVED ARE CORRUPT TO THE CORE AND OUT OFF ALL THEM YOU ANGELA HOLDEN WERE WORST SO I ASKING YOU TO EMAIL ME WHAT IM ASKINMG FOR . REGARDS peter still

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To: [holden.angela@ombudsman.org.uk](mailto:holden.angela@ombudsman.org.uk)

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## Email from Angela Holden

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From: **Playford Samantha** (Samantha.Playford@ombudsman.org.uk)

Sent: 12 February 2015 15:57:33

To: 'peter still' (peterstill1969@hotmail.co.uk)

1 attachment

Telephone note - Mr Still.pdf (303.5 KB)

PROTECT

### SENT ON BEHALF OF ANGELA HOLDEN

Please note that the attached document is password protected, and the required password will be sent to you in a further email.

Dear Mr Still

I write in reply to your email of 10 February 2015. In your email you told me to not do anything further regarding your complaint because it was affecting your mental health. I am sorry to hear that your mental health is suffering. I should explain that our investigation is now complete and so there is no further work for us to do on your complaint. We shared our draft report with you and the Equality and Human Rights Commission and having considered the emails you sent, there is no further work for us to do on the case. Our final decision is unchanged from the draft report which we shared with you. We have therefore decided to close your case and we have sent a copy of the final investigation report to your MP, Mr George Galloway. Given your comments about not doing any further work and the impact on your mental health, we decided not to send a copy of the final report to you. However, if you would like us to send you a copy of that final report, please let me know and we will do so immediately.

In your email you asked for contact details for my manager. My manager is Glenn Fairhall - his email address is [glenn.fairhall@ombudsman.org.uk](mailto:glenn.fairhall@ombudsman.org.uk) and his telephone number is 0300 061 4439. You also asked for contact details for Mick Martin's office given his decision not to meet with you on 11 February 2015. Mr Martin's casework manager has confirmed that he was aware of your request for a meeting but did not think it was necessary at this stage and that the most appropriate place to raise your concerns is with our Customer Care Team. If you wish to make a complaint about me, Mr Martin's decision not to meet with you, or any aspect of the service we have provided to you, you should contact the Customer Care Team on 0345 015 4033 (using option 3) or email us at [feedbackaboutus@ombudsman.org.uk](mailto:feedbackaboutus@ombudsman.org.uk).

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**FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **peter still** (peterstill1969@hotmail.co.uk)  
Sent: 12 February 2015 16:54:11  
To: glenn.fairhall@ombudsman.org.uk (glenn.fairhall@ombudsman.org.uk)

i have been giving your name as the manager of angela holden , who over the past few weeks tried to make my complaint against EHRC dissappear , especially the record for complitng a investagation in 5 days well done angela , the only problem is she got it all wrong and the draft report sent on the 27/01/2015 and now she informs me is the final report but due to her continued harrasment to end my complaint by 10/02/2015 which she says upset me i wasnt being sent this i also got a document of the email telephone conversation password protected i cant open this so ask for final report and telephone to be emailed to me asap , without the password , just before i go , if i was you glenn id go and check my VISUAL FILE the main one you have stored electronically on your computers , look to see from 27/10/2014 and go back till start of my complaint 11/05/2014 whats missing , dont worry know i have a paper copy of my visual file all dated 15/08/2014 sent to arif dalvi by josyln gooding from the review team , phone her and ask also a james harrigan , your the 19 staff member ive had to deal with , also i need the name of the case worker in mick martins office as well kindest regards peter still , i have not been offered or contacted by customer service after dame julie says 5/7 days that 10 , and counting

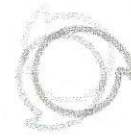
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From: peterstill1969@hotmail.co.uk  
To: holden.angela@ombudsman.org.uk  
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You can contact me on: 0300 061 4489  
Angela.holden@ombudsman.org.uk

Our reference: PA-197514/0232



Parliamentary  
and Health Service  
Ombudsman

**In Confidence**  
Mr George Galloway MP  
House of Commons  
London  
SW1A 0AA

12 February 2015

Dear Mr Galloway

**Mr Peter Still, 84 Plessey Rd, BATHGATE EH48 2XP**

We have now completed our investigation into Mr Peter Still's complaint about the Equality and Human Rights Commission (the Commission). Please find our final investigation report enclosed with this letter.

We have decided to not uphold the complaint.

#### **Our investigation**

We shared a copy of our draft investigation report with the Commission and with Mr Still and invited them to comment on our provisional findings. We did receive some contact from Mr Still but those comments related more to our service than our decision. We therefore decided not to change our provisional findings.

In his most recent contact with our office, Mr Still told us not to do any more work on the complaint. As our investigation was complete by that stage, we have decided to issue our final decision. However, given Mr Still's comments, we have not sent him a copy of our final report. We have informed Mr Still of that decision and have told him we are happy to send a copy of the final report should he wish to receive it.

#### **What happens now?**

We have now closed Mr Still's case and we are sending a copy of our final report to the Equality and Human Rights Commission.



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**RE: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr**

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From: **Fairhall Glenn** (Glenn.Fairhall@ombudsman.org.uk)  
Sent: 13 February 2015 12:09:42  
To: 'peter still' (peterstill1969@hotmail.co.uk)

**RESTRICTED**

Dear Mr Still,

Thank you for your email.

You are clearly dissatisfied with Angela Holden's investigation your complaint about the EHRC. The decisions on your investigation were not made by Ms Holden alone. I approved our draft and final findings, and the decision on your complaint.

I do not agree that we tried to make your complaint 'disappear'. The length of time an investigation takes depends on the issues we need to consider. I am satisfied we took the time needed to make a robust decision on your case. I can also tell you that, once my team had received your case, we prioritised it so that we could get you a decision as soon as possible.

When we shared the draft report with you we invited your comments on it. You have not said anything, either in response to the draft or after we issued the final report, about what you disagree with in our report. You have only said the report is 'wrong'.

When we closed your case we did not send you the final report straight away. That was because you told us to stop work on your complaint because it was impacting on your mental health. We did not want to make your health worse, so did not send you the final report. That said, we were very clear in telling you we had closed you case, and that we would send you the final report if you wanted us to.

Since then, you have been in touch and asked for the final report. My colleague,

Samantha Playford, has now sent you the report, and I understand any difficulties with the password protection have been resolved.

Your other complaints about our service, including about Mick Martin's office, are being dealt with by our Customer Care Team. If you remain dissatisfied with our investigation decision you can also raise that with the Customer Care Team.

I have passed on your concerns to the Customer Care Team that you have not had contact within the timescale given by Dame Julie Mellor.

Yours sincerely

**Glenn Fairhall**

**Investigation Manager**

Parliamentary and Health Service Ombudsman

T: 0300 061 4439

E: [glenn.fairhall@ombudsman.org.uk](mailto:glenn.fairhall@ombudsman.org.uk)

W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Follow us on



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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]

**Sent:** 12 February 2015 16:54

**To:** Fairhall Glenn

**Subject:** FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr

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You can contact me on: 0300 061 4491

samantha.playford@ombudsman.org.uk

Our reference: PA-197514/0253

**In Confidence**

Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP



13 February 2015

Dear Mr Still

As requested please find enclosed a copy of our final investigation report and notes from Angela Holden's telephone conversation with you.

Yours sincerely

Samantha Playford  
Business Support Officer



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Case reference: PA-205710-STILL

Parliamentary Commissioner Act 1967

Report by the Parliamentary Ombudsman to

Mr George Galloway MP

Into a complaint made by

Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

Complaint about

The Equality and Human Rights Commission (the Commission)

The complaint

1. Mr Still complained that EHRC did not provide the assistance he was expecting when pursuing his claim against his former employer. Mr Still complained that he had suffered physical and mental distress by having to pursue his claim without any assistance.

Our decision

2. We do not uphold Mr Still's complaint. This report will set out the reasons for that decision.

How we considered Mr Still's complaint

3. During this investigation, we have carefully considered the papers provided by Mr Still and the EHRC. We have also considered the points made by Mr Still during our telephone conversation.

4. In reaching our decision, we have compared what should have happened (as set out in paragraphs 5 to 8) and what did happen (paragraphs 9 to 19). In doing so, we consider whether the Commission's actions and decisions fell short of what they should have done and, if so, whether those failings were significant enough to amount to maladministration. If we found maladministration, we would then go on to consider the impact of the Commission's actions and consider whether to make recommendations to put things right.

## **Relevant information about the Commission**

5. The Commission's role is to challenge discrimination, and protect and promote equality and human rights. The Commission's role is set out in the *Equality Act 2006* (the Act). The Act explains that the Commission should prepare a plan showing the activities they intend to take in order to fulfil their role, their priorities for different activities and the principles for determining their priorities.

6. The Commission's strategic plan for 2012-15 explains that the Commission uses their expertise and influence to support the development of policies and services that promote equality of opportunity and safeguard human rights. The strategic plan also explains that the Commission seek to use their resources in a way that adds the most value given their unique powers and functions. It explains that the Commission will focus on the issues where they can make the most difference. With regard to their priorities, the strategic plan says that the Commission's broad mandate means that there is a very long list of issues that they could take an interest in and so they have chosen three strategic priorities which are:

- to promote fairness and equality of opportunity in Britain's future economy;
- to promote fair access to public services, and autonomy and dignity in service delivery; and
- to promote dignity and respect, and safeguard people's safety.

7. The Commission's 'Compliance and Enforcement' policy explains the type of actions the Commission may take if they decide to intervene in a case. The policy says that they ensure their actions are evidence-based, proportionate and consistent. The policy also explains that the Commission's preference is informal action or cooperation. The policy explains that if the Commission decides to take formal enforcement action they can, amongst other things, conduct enquiries or investigations.

## **Complaints about the Commission**

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## **Background**

9. Mr Still was dismissed by his employer and pursued a claim against them. He took his case to an employment tribunal but that was unsuccessful. Mr Still appealed against the decision to the Employment Appeal Tribunal but his case was dismissed.

## **The Commission's decision not to intervene in Mr Still's case**

10. On 27 November 2012 Mr Still wrote to the Commission. He set out a history of his case. Mr Still said he was making an urgent request for investigation and he asked for the Commission's help in his case against his former employer.

11. On 6 December 2012 the Commission replied to Mr Still. They noted that Mr Still had asked them to investigate his complaint about his former employer and said they had considered the documents Mr Still had provided. The Commission said that they received a great number of requests to investigate potential discriminatory policies and practices and they could not take action on every case which was brought to their attention. The Commission said they had a clear set of criteria and objectives on which they based their decisions. The Commission said that when deciding whether to use their investigatory powers, they must consider whether enforcement action was:

- proportionate to the nature, potential impact, likelihood and severity of the identified risk or legislative breach or whether resources would be better used elsewhere to greater effect;
- appropriate and in accordance with the Commission's strategic priorities;
- consistent with the law and the Commission's approach to compliance and enforcement decisions; or
- necessary because attempts to encourage compliance have failed.

12. The Commission noted that the tribunal had dismissed Mr Still's claim of unfair dismissal and disability discrimination and his attempts to appeal had been unsuccessful. The Commission said they had considered the concerns Mr Still had raised about his former employer but had decided not to take any action. The Commission explained that they had recorded the issue on their database so that they could use the information to identify any patterns of systemic discrimination and decide in future whether intervention would be a reasonable and proportionate to use their enforcement powers.

13. On 19 December 2012 Mr Still replied to the Commission. He explained that he had to represent himself throughout the legal process and he set out some of his concerns about the tribunal. Mr Still asked the Commission to telephone him regarding the legal process and the grounds of appeal that had been unsuccessful because he needed closure and to be able to understand the legal issues involved. On the same day, the Commission replied to Mr Still, they said that they were unable to provide the advice Mr Still had requested and suggested that he contact a solicitor, an employment law adviser or the Citizen's Advice Bureau.

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17. In early October 2013 Mr Still emailed the Commission three times. He explained his complaint about his former employer and the appeals he had pursued. Mr Still asked the Commission to pass his email to someone within the Commission who would attempt to help him. Mr Still also asked for a meeting with the Commission. On 8 October 2013 the Commission replied to Mr Still. They said they had set out their position in their earlier letters and it was not their practice to meet with people who asked that the Commission use their enforcement powers.

#### **Mr Still's complaint to the Commission**

18. On 14 October 2013 Mr Still complained to the Commission. Amongst other issues, Mr Still complained that the Commission had been unable to assist him. On 11 November 2013 the Commission replied to Mr Still. The Commission explained that their legal department had considered Mr Still's request for assistance and their decision remained the same as set out in their letter of 6 December 2012 (paragraph 11). The Commission reiterated the explanation they had sent to Mr Still previously, explaining that they could not take action on every case brought to them but that they had added the information provided by Mr Still to their database.

19. On 18 November 2013 Mr Still requested a review of the Commission's decision. Mr Still explained that the Commission had violated his human rights. On 9 December 2013 the Commission completed their review of Mr Still's complaint. They said they had reviewed the correspondence Mr Still had had with the Commission and the letter explaining their decision not to take further action regarding Mr Still's concerns (paragraph 11). The Commission said they did not think that had breached Mr Still's human rights. They said they had tried to explain their position regarding requests for assistance given their limited resources and the criteria for using their powers. The Commission said that they understood that Mr Still was disappointed that they had been unable to help him but they had explained their position and provided as much information as they could.

## **Our findings**

20. As they are required to do, the Commission have produced a strategic plan (paragraph 6) which sets out their priorities for 2012-15. In that plan, the Commission are clear that they will focus their resources on the areas where they can add the most value in achieving their priorities. Based on that, the Commission have a wide discretion to decide whether to intervene in cases that are brought to them. We can only question their discretionary decisions if we think that something has gone wrong in their decision-making process. We cannot question a decision simply because we, or someone else, might have reached a different decision from the one that was made.

21. The Commission have explained why they decided not to intervene in Mr Still's case. The request was assessed and considered in accordance with the Commission's strategic plan 2012-15. In their letter of 6 December 2012 (paragraph 11) the Commission explained the factors they considered when making their decision not to intervene in Mr Still's case and they also confirmed that they took account of all the information that Mr Still provided. We find that decision was reasonable.

22. The Commission have followed their complaints procedure when responding to Mr Still's concerns and provided responses under stage one and stage two of their complaints response (paragraphs 18 and 19). We find that the Commission's responses to Mr Still's complaint properly explained their role and the reasons for their decision.

## **Conclusion**

23. In summary, we find that the Commission's decision not to intervene with Mr Still's case was reasonable and that it has been explained to Mr Still appropriately. We appreciate that Mr Still was dissatisfied with the Commission's decision but we have not found any reason to question their decision in this case. It is for that reason that we have decided not to uphold the complaint.



**Angela Holden**  
**Parliamentary Investigator**

February 2015.



You can contact me on: 0300 061 4489  
Angela.holden@ombudsman.org.uk

Our reference: PA-197514/0232



**In Confidence**  
Mr George Galloway MP  
House of Commons  
London  
SW1A 0AA

12 February 2015

Dear Mr Galloway

**Mr Peter Still, 84 Plessey Rd, BATHGATE EH48 2XP**

We have now completed our investigation into Mr Peter Still's complaint about the Equality and Human Rights Commission (the Commission). Please find our final investigation report enclosed with this letter.

We have decided to not uphold the complaint.

### **Our investigation**

We shared a copy of our draft investigation report with the Commission and with Mr Still and invited them to comment on our provisional findings. We did receive some contact from Mr Still but those comments related more to our service than our decision. We therefore decided not to change our provisional findings.

In his most recent contact with our office, Mr Still told us not to do any more work on the complaint. As our investigation was complete by that stage, we have decided to issue our final decision. However, given Mr Still's comments, we have not sent him a copy of our final report. We have informed Mr Still of that decision and have told him we are happy to send a copy of the final report should he wish to receive it.

### **What happens now?**

We have now closed Mr Still's case and we are sending a copy of our final report to the Equality and Human Rights Commission.



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

If you have any questions or comments, please contact us on 0345 015 4033 and select option 3 or email us at [feedbackaboutus@ombudsman.org.uk](mailto:feedbackaboutus@ombudsman.org.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Holden', with a long horizontal flourish extending to the right.

Angela Holden  
Investigator

Enc: 1

Case reference: PA-205710-STILL

Parliamentary Commissioner Act 1967

Report by the Parliamentary Ombudsman to

Mr George Galloway MP

Into a complaint made by

Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

### Complaint about

The Equality and Human Rights Commission (the Commission)

### The complaint

1. Mr Still complained that EHRC did not provide the assistance he was expecting when pursuing his claim against his former employer. Mr Still complained that he had suffered physical and mental distress by having to pursue his claim without any assistance.

### Our decision

2. We do not uphold Mr Still's complaint. This report will set out the reasons for that decision.

### How we considered Mr Still's complaint

3. During this investigation, we have carefully considered the papers provided by Mr Still and the EHRC. We have also considered the points made by Mr Still during our telephone conversation.

4. In reaching our decision, we have compared what should have happened (as set out in paragraphs 5 to 8) and what did happen (paragraphs 9 to 19). In doing so, we consider whether the Commission's actions and decisions fell short of what they should have done and, if so, whether those failings were significant enough to amount to maladministration. If we found maladministration, we would then go on to consider the impact of the Commission's actions and consider whether to make recommendations to put things right.

## Relevant information about the Commission

5. The Commission's role is to challenge discrimination, and protect and promote equality and human rights. The Commission's role is set out in the *Equality Act 2006* (the Act). The Act explains that the Commission should prepare a plan showing the activities they intend to take in order to fulfil their role, their priorities for different activities and the principles for determining their priorities.

6. The Commission's strategic plan for 2012-15 explains that the Commission uses their expertise and influence to support the development of policies and services that promote equality of opportunity and safeguard human rights. The strategic plan also explains that the Commission seek to use their resources in a way that adds the most value given their unique powers and functions. It explains that the Commission will focus on the issues where they can make the most difference. With regard to their priorities, the strategic plan says that the Commission's broad mandate means that there is a very long list of issues that they could take an interest in and so they have chosen three strategic priorities which are:

- to promote fairness and equality of opportunity in Britain's future economy;
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## Background

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You can contact me on: 0300 061 4491  
samantha.playford@ombudsman.org.uk

Our reference: PA-197514/0253



Parliamentary  
and Health Service  
Ombudsman

In Confidence  
Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

13 February 2015

Dear Mr Still

As requested please find enclosed a copy of our final investigation report and notes from Angela Holden's telephone conversation with you.

Yours sincerely

Samantha Playford  
Business Support Officer



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Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
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Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Case reference: PA-205710-STILL

Parliamentary Commissioner Act 1967

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Mr George Galloway MP

Into a complaint made by

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## Our findings

20. As they are required to do, the Commission have produced a strategic plan (paragraph 6) which sets out their priorities for 2012-15. In that plan, the Commission are clear that they will focus their resources on the areas where they can add the most value in achieving their priorities. Based on that, the Commission have a wide discretion to decide whether to intervene in cases that are brought to them. We can only question their discretionary decisions if we think that something has gone wrong in their decision-making process. We cannot question a decision simply because we, or someone else, might have reached a different decision from the one that was made.

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22. The Commission have followed their complaints procedure when responding to Mr Still's concerns and provided responses under stage one and stage two of their complaints response (paragraphs 18 and 19). We find that the Commission's responses to Mr Still's complaint properly explained their role and the reasons for their decision.

## Conclusion

23. In summary, we find that the Commission's decision not to intervene with Mr Still's case was reasonable and that it has been explained to Mr Still appropriately. We appreciate that Mr Still was dissatisfied with the Commission's decision but we have not found any reason to question their decision in this case. It is for that reason that we have decided not to uphold the complaint.



Angela Holden  
Parliamentary Investigator

February 2015.

[Print](#)[Close](#)

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## Your complaint to PHSO

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From: **Roper Jonathan** (Jonathan.Roper@ombudsman.gsi.gov.uk)

Sent: 04 March 2015 18:06:24

To: 'peterstill1969@hotmail.co.uk' (peterstill1969@hotmail.co.uk)

RESTRICTED

Dear Mr Still

Our Director of Customer Service, Annette John, has asked us to contact you from the Customer Care Team in response to your recent emails. She would like to thank you for your recent contact with our service. We are sorry to learn you are not satisfied with our investigation or the service you received.

At the PHSO we welcome and want to learn from feedback we receive from people who have received service from us. As part of our drive to be more customer focused, we recently established a dedicated Customer Care team. The purpose of the team is to engage with people who have used our service, to listen to feedback, and provide help and support.

On the Customer Care team, we work very closely with Annette John. In view of this, one of our Customer Care Officers, Louise Wightman, has been asked to look into this for you.

I understand that you spoke with Louise before on 26 February 2015. During that call, you explained that you were concerned about dealing with the Customer Care Team because we are based in the same Manchester Office as the Investigations Department you have concerns about. However, I would like to reassure you that on the Customer Care Team we act independently from our Investigations Department and are impartial in the work we do.

Louise would like the opportunity to discuss matters with you further. Unfortunately, she is on annual leave tomorrow and Friday so I wanted to make sure you were contacted as soon as possible. If you would like to speak with me as Louise's manager or another Customer Care Officer about your concerns before Louise returns from leave, please let me know. I will be more than happy to telephone you at a convenient time for you, or alternatively please contact me directly. Otherwise, I can arrange for Louise to contact

you at a good time for you next week. Both Louise or I will be pleased to look into how else we may be able to help you.

I understand that you were expecting to hear from Annette John, but hope this explanation reassures you that sharing your feedback and concerns with Louise or me will enable us to understand where things may have gone awry and how we may be able to help put things right.

Louise and I look forward to hearing from you. I have provided my direct contact details below. Louise can be contacted at [louise.wightman@ombudsman.org.uk](mailto:louise.wightman@ombudsman.org.uk) or on 0300 061 4291.

Kind regards

**Jon Roper**

**Customer Care Manager**

Parliamentary and Health Service Ombudsman

T: 0300 061 4510

E: [jonathan.roper@ombudsman.org.uk](mailto:jonathan.roper@ombudsman.org.uk)

W: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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The original of this email was scanned for viruses by Government Secure Intranet virus scanning service supplied exclusively by Cable & Wireless in partnership with MessageLabs.

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All email communications with PHSO pass through the Government Secure Intranet, and may be automatically logged, monitored and/or recorded for legal purposes.

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You can contact me on: 0300 061 4439

Our reference: PA-197514/0266

Glenn.fairhall@ombudsman.org.uk



Parliamentary  
and Health Service  
Ombudsman

In Confidence  
Mr Peter Still  
84 Plessey Rd  
BATHGATE  
EH48 2XP

4 March 2015

Dear Mr Still

**RE: Your complaint about the Equality and Human Rights Commission (EHRC)**

Further to our telephone conversation on 3 March 2015, please find enclosed all of the documents that we relied on in our investigation of your complaint.

As discussed on the telephone, I can only send to you the information that we relied on to reach our decision in the investigation. I cannot send you all of the documents that we have on our file. However, as I advised you on the telephone, if you want to request further documents you can submit a written request to me and I will pass this on to our Freedom of Information team to deal with.

I enclose the following documents:

1. A letter from Mr Still dated 12/11/2012
2. A letter from EHRC dated 06/12/2012
3. An email from Mr Still dated 19/12/2012
4. An email from Mr Still dated 19/12/2012
5. An email from EHRC dated 21/12/2012
6. An email from EHRC dated 21/12/2012
7. An email chain between EHRC and Mr Still dated 19/02/2013
8. An email from Mr Still dated 03/10/2013
9. An email from Mr Still dated 05/10/2013
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12. A letter from EHRC dated 11/11/2013
13. A letter from EHRC dated 09/12/2013
14. EHRC's complaints policy
15. EHRC's strategic plan



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16. EHRC's compliance and enforcement policy
17. Equality Act 2006 section 4 (the full Act can be found at <http://www.legislation.gov.uk/ukpga/2006/3/contents>)

Yours sincerely



Glenn Fairhall  
**Investigation Manager**

Enc: 17



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**RE: Your complaint to PHSO**

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From: **Roper Jonathan** (Jonathan.Roper@ombudsman.gsi.gov.uk)

Sent: 18 March 2015 18:36:17

To: 'peter still' (peterstill1969@hotmail.co.uk)

RESTRICTED

Dear Mr Still

Thank you for your email yesterday and also for the four emails you forwarded to me.

I will make Louise Wightman aware of these emails as she will be looking into your case. I will discuss this with her and we will contact you again as soon as possible when we have considered the information. Either way, we will give you an update before the end of next week.

I hope this information will be helpful to you in the meantime. However, please do let me know if you have any further questions at any point or require any further assistance.

Kind regards

**Jon Roper**

**Customer Care Manager**

Parliamentary and Health Service Ombudsman

T: 0300 061 4510

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