

Received
02/08/12

Mr Kevan Thakrar (A4907AE)
HMP Woodhill
Tattenhoe Street
MILTON KEYNES
Bucks MK4 4DA

31 July 2012

Dear Mr Thakrar

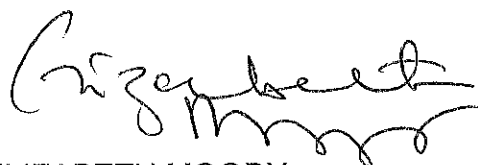
PARLIAMENTARY COMMISSIONER FOR ADMINISTRATION (PCA)
Ref PA-100644

As you will know the PCA recently concluded an investigation into this office's handling of your complaint number **36928/2009** and identified a number of shortcomings.

I am now writing to apologise to you for the way in which we handled your complaint in 2009/10 and the misleading information we provided to you about the scope of our investigation. As you know, we have investigated a very large number of your complaints and I am very sorry that we did not provide the service we would have wished on this occasion.

We will now investigate your complaint that you were assaulted by prison officers at HMP Woodhill on 31 May 2008. One of our Investigators will visit you within four weeks to discuss your complaint with you. We will then aim to complete our investigation by the end of October. If the completion date changes for any reason we will let you know.

Yours sincerely



ELIZABETH MOODY
Deputy Ombudsman

EM.077.jjb



INVESTOR IN PEOPLE