# Former 999 call-handler sues Met Police after colleague’s reinstatement despite gross misconduct



A former 999 call-handler has voiced her frustration with the Metropolitan Police following the reinstatement of a colleague she reported for making grossly inappropriate comments. Izzy Vine was shocked to learn that her colleague, previously dismissed for misconduct, was reinstated after an appeal. Now suing the police force for constructive dismissal, Vine’s case raises questions about the effectiveness of the Met’s internal processes and its commitment to addressing systemic issues highlighted in recent reviews.

In November 2023, the unnamed call-handler was let go after making a series of offensive remarks, including a derogatory statement about a rape victim and using an expletive-laden comment regarding an immigrant. Vine reported these incidents, which occurred just a month after the publication of the Casey Review—a critical examination of the Met’s culture that exposed institutional misogyny and racism within the force. The review prompted promises from senior leadership, including Commissioner Sir Mark Rowley, to tackle such toxic behaviour and improve the handling of complaints from whistleblowers.

Instead, Vine was informed that the original disciplinary panel's decision was said to have been overly influenced by the Casey Review, and following a review process, the colleague received only a written warning. This decision left her "outraged and upset," feeling betrayed by an institution ostensibly committed to reform. "I honestly could not understand it," she said, reflecting on the stark contrast between the commitment made by the Met and the eventual outcome of her report.

Vine’s experience is not unique within the Metropolitan Police. Historically, whistleblowers have faced significant challenges, often feeling unsupported and risking professional repercussions for speaking out. The case of PC James Patrick, who exposed inaccuracies in crime statistics, exemplifies this struggle. After facing misconduct proceedings, he resigned, citing a profound lack of trust in the police system—a sentiment echoed by many within the force.

With mounting criticism, the Met has attempted to present a facade of change, launching initiatives to encourage individuals to report wrongdoings internally. An independent hotline for whistleblowers was introduced, and there have been promises of strengthened training and leadership to combat unacceptable behaviour. However, many, including Vine, remain sceptical. "Yes, Mark Rowley can say it's important to take whistleblowers seriously... I had none of that," she stated, claiming that assurances from leadership rarely translate into meaningful action for those on the ground.

Vine has since resigned from her position, unable to reconcile her professional aspirations with a work environment that prioritises the protection of its own over accountability. "I joined wanting to change and make the force better," she remarked. "You can't get any change made if you're not listened to." As she seeks legal remedies for constructive dismissal, her case has underlined significant gaps in the Met’s commitment to addressing its internal culture—a culture that many fear still prioritises preserving its reputation over genuine reform.

While the Met contends that the incident and its subsequent handling have been thoroughly reviewed, the implications of such decisions resonate deeply within the community, affecting not just those who serve but also the public they aim to protect. As issues surrounding toxic behaviour and misconduct within the police continue to unfold, Izzy Vine's story serves as a stark reminder of the complexities and challenges faced by whistleblowers striving for change in institutions resistant to reform.

## Reference Map:

* Paragraph 1 – [[1]](https://www.bbc.com/news/articles/c14ke41yg18o), [[2]](https://www.lbc.co.uk/news/uk/met-police-sued-after-reinstating-999-call-handler-who-mock-sarah-everard-and-ca/)
* Paragraph 2 – [[1]](https://www.bbc.com/news/articles/c14ke41yg18o), [[3]](https://www.independent.co.uk/voices/met-police-misogyny-sexism-racism-sarah-everard-whistleblower-b2737453.html)
* Paragraph 3 – [[5]](https://www.theguardian.com/uk-news/2014/mar/25/metropolitan-police-whistleblower-crime-figures-resigns), [[6]](https://www.channel4.com/news/met-police-stop-whistleblowers-pay)
* Paragraph 4 – [[4]](https://www.theguardian.com/uk-news/2025/feb/11/metropolitan-police-enhanced-vetting-officers-high-court), [[7]](https://www.theguardian.com/uk-news/article/2024/jul/06/what-happens-when-police-go-rogue-and-get-caught-met-police)
* Paragraph 5 – [[1]](https://www.bbc.com/news/articles/c14ke41yg18o), [[2]](https://www.lbc.co.uk/news/uk/met-police-sued-after-reinstating-999-call-handler-who-mock-sarah-everard-and-ca/), [[3]](https://www.independent.co.uk/voices/met-police-misogyny-sexism-racism-sarah-everard-whistleblower-b2737453.html)
* Paragraph 6 – [[1]](https://www.bbc.com/news/articles/c14ke41yg18o), [[2]](https://www.lbc.co.uk/news/uk/met-police-sued-after-reinstating-999-call-handler-who-mock-sarah-everard-and-ca/), [[3]](https://www.independent.co.uk/voices/met-police-misogyny-sexism-racism-sarah-everard-whistleblower-b2737453.html)

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## Bibliography

1. <https://www.bbc.com/news/articles/c14ke41yg18o> - Please view link - unable to able to access data
2. <https://www.lbc.co.uk/news/uk/met-police-sued-after-reinstating-999-call-handler-who-mock-sarah-everard-and-ca/> - The Metropolitan Police are being sued after reinstating a 999 call handler who was dismissed for making offensive comments about Sarah Everard and a rape victim. The whistleblower, Issy Vine, reported the misconduct but resigned after the colleague was reinstated. The Met stated that the discriminatory comments were unacceptable but that the misconduct process had been thoroughly reviewed.
3. <https://www.independent.co.uk/voices/met-police-misogyny-sexism-racism-sarah-everard-whistleblower-b2737453.html> - Issy Vine, a former 999 call-handler, describes her shock and confusion after her colleague, who made derogatory remarks about a rape victim and Sarah Everard, was reinstated following an appeal. She highlights the challenges of whistleblowing within the Metropolitan Police and the need for meaningful change to address toxic behaviour.
4. <https://www.theguardian.com/uk-news/2025/feb/11/metropolitan-police-enhanced-vetting-officers-high-court> - The Metropolitan Police vowed to keep officers facing serious allegations, including rape and sexual misconduct, away from the public after the High Court blocked their dismissal. Commissioner Sir Mark Rowley criticised the ruling, stating it left the force in a 'hopeless position' and called for new laws to address the issue.
5. <https://www.theguardian.com/uk-news/2014/mar/25/metropolitan-police-whistleblower-crime-figures-resigns> - PC James Patrick, who exposed inaccuracies in the Metropolitan Police's crime statistics, resigned after facing misconduct proceedings and a lack of trust from senior officers. He criticised the whistleblowing system and expressed his inability to trust the Metropolitan Police Service again.
6. <https://www.channel4.com/news/met-police-stop-whistleblowers-pay> - PC James Patrick, who exposed the manipulation of crime figures, was forced to go without pay for months by the Metropolitan Police. The force withheld his salary during tribunal proceedings, highlighting issues in the treatment of whistleblowers within the police service.
7. <https://www.theguardian.com/uk-news/article/2024/jul/06/what-happens-when-police-go-rogue-and-get-caught-met-police> - An analysis of the Metropolitan Police's misconduct process reveals systemic issues, including lengthy delays and a high rate of officers being cleared of allegations. The Casey Review found that the process is not fit for purpose, with supervisors often dissuading staff from reporting misconduct.