



C [REDACTED] &lt;[REDACTED]@gmail.com&gt;

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**Your Letter dated 30th January 2017**

1 message

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C [REDACTED] <[REDACTED]@gmail.com> 16 February 2017 at 20:41  
To: "S [REDACTED] J [REDACTED]" <[REDACTED].s [REDACTED]@herefordshire.gov.uk>  
Cc: "G [REDACTED] E [REDACTED]" <e [REDACTED].g [REDACTED]@herefordshire.gov.uk>, DoLS <dols@herefordshire.gov.uk>, safeguarding@herefordshire.gcsx.gov.uk

Dear Ms S [REDACTED],

Thank you for your questionable letter, dated 30th January 2017, which I have reviewed, concerning the inadequate care and support provided to my brother, and your understanding of Ms G [REDACTED]'s role as a social worker.

I can only assume that you are not aware of the social worker code of ethics, code of practice, statutory guidance for social workers and required knowledge of legislation. If however, you believe your statement is accurate, I offer you the opportunity of providing to me the particular law detailing that a social worker cannot directly respond to complaint or concern about a provider with a family member of a vulnerable adult.

In respect of your keenness to deal with concerns appropriately. You will note my safeguarding concern was acknowledged by a Mr M [REDACTED] of Herefordshire Council in March 2016, with a delay in addressing concerns, which culminated in a meeting in September 2016. The meeting subsequently proved spurious, having promise broken by the provider's manager and regional manager, with false information shared by the provided IMCA and advocate, which was accepted as accurate and truthful without question by Ms G [REDACTED].

Regarding the response letter dated 15th December 2016 from your colleague Ms C [REDACTED], I inform you that her letter contains allegations that are untrue and factually inaccuracies which have prolonged the ill-treatment of my brother, neglected the harm caused and ignored my brother's statutory rights.

Lastly. In consideration of your apparent wish to disregard current concerns and your request for me to contact the Information Access Team to address further concerns of the recurring and ongoing ill-treatment of my brother and the neglect of his statutory rights, your statement of appropriateness falls somewhat short; I suggest that you review current guidelines and legislation.

Sincerely

C [REDACTED] E [REDACTED]

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[REDACTED]