

Private and Confidential

**County Locality Team**

Elgar House  
Holmer Road  
Hereford  
HR4 9BD

Mr C B [REDACTED]  
[REDACTED]

Tel: 01432 261546

30 January 2017

Dear Mr B [REDACTED]

I am aware that you frequently contact your brother's Social Worker, Ms G [REDACTED] to raise issues of complaint or concern about the care your brother receives at H [REDACTED] House. I am sorry that you continue to have these. Whilst Ms G [REDACTED] is able assist with any general information you may require, for example dates of any pending review or details of his care and support plan, she is not able to directly respond to your complaints or concerns about the provider.

I am keen that concerns you raise are dealt with appropriately, so please be advised that if you continue to be concerned about issues you raised in your letter dated the 17<sup>th</sup> November 2016, which was responded to on the 15<sup>th</sup> December 2016, that you address this with the Local Government Ombudsman as previously advised.

However if you have a new complaint/s, can you please direct these to our Information Access Team who can be written to at Herefordshire Council, Plough Lane, PO Box 4, Hereford HR4 0XH. You can also email them at [accesstoinformation@herefordshire.gov.uk](mailto:accesstoinformation@herefordshire.gov.uk). They will then ensure that your complaint is dealt with in the most appropriate way and in a timely manner.

Yours sincerely,

[REDACTED]

J [REDACTED] S [REDACTED]  
Team Lead County Team

Chief Executive: Mr Alistair Neill