

T ■ R ■ Chief Executive Officer

C ■ B ■
[Redacted]

5 October 2016

Dear C ■

I am writing in response to your recent letter of 23 September and I am very sorry to hear that you are not satisfied with the care provided to your brother at H ■ House. I can assure you that I do take any such complaint very seriously. We will look into the concerns that you have raised and review the care that is currently being provided to your brother. I am sorry once again that you felt the need to go into writing on these matters. I will however ensure your concerns are properly looked into and I will write to you once this has been done.

Yours Sincerely

[Redacted Signature]

T ■ R ■
Chief Executive
Priory Group