



**Private and Confidential**

Mr. C B [REDACTED]  
[REDACTED]

[REDACTED] April 2019,

Dear Mr. B [REDACTED]

I am writing regarding your complaint dated [REDACTED] April 2019, that has been passed to me by Ms. S. C [REDACTED] for consideration under the Statutory Complaints Process for Adult Social Care. Your complaints being that an Officer failed to provide you with a satisfactory service regarding the safeguarding of your vulnerable brother, and deliberately avoided answering your questions regarding knowing the reason for documented allegations made about you. You have requested the Council delivers, along with answers to your questions, an apology for the Officer's aggravating response.

I am sorry, but I am going to decline your complaint as your complaint relates to a service provided to your brother and not to you. Without consent, we are limited regarding information we can provide about an individual as we must comply with the Data Protection Act regarding personal and confidential information. I can see from our electronic records that the Officer did state that she could not provide further information to you.

If you are dissatisfied with the outcome to your complaint, or the way it has been handled then you can contact the Local Government and Social Care Ombudsman. You can call their Advice Team on 0300 061 0614. The Advice Team are available Monday to Friday from 8.30am to 5.00pm. Or you can write to them at The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH.

Yours Sincerely

*JA*  
[REDACTED]

Ms. Jacqueline Aldred  
Consumer Relations Officer  
Adult Social Care Services