



**Private and Confidential**

Mr. C. E [REDACTED]



[REDACTED] September 2019,

Dear Mr. E [REDACTED]

I am sorry for the delay in responding to your email to Ms. P [REDACTED], received while I was away from the office. I have looked at your concerns and have taken the following action:

I have spoken with Ms. B. S [REDACTED] (Information Governance Manager) regarding your request for information. Ms. S [REDACTED] has said that you were sent a letter on 20 February 2019, requesting evidence of identity. [REDACTED] believe that Ms. S [REDACTED] has now emailed you again regarding these requirements. [REDACTED]

I have also spoken with Ms. S. L [REDACTED] (Safeguarding Team Manager) regarding the video evidence that you state was passed to CQC. Ms. L [REDACTED] has asked that you provide her with the video evidence, which she will look at. Our Legal Team has declined a meeting with you at this stage. [REDACTED]

Please send the video to:  
[safeguardingadultsteam@worcestershire.gov.uk](mailto:safeguardingadultsteam@worcestershire.gov.uk)

Or send to Wildwood Offices:

FAO  
Adult Safeguarding  
Wildwood Offices  
Wildwood Drive  
County Hall Campus  
Worcester  
WR5 2QT

I have enclosed a leaflet, which provides an overview of the complaints process for your information.

Yours Sincerely



Ms. Jacqueline Aldred  
Consumer Relations Officer  
Adult Social Care Services