

15 September 2020

Mr C Bury



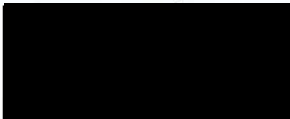
Dear Mr Bury

Thank you for your letter dated 21st August 2020 addressed to Kate Harvey, your letter has been passed by Kate to me for overview as Head of Services.

In your letter you make reference to the activities of our Advocate, T [REDACTED] C [REDACTED] and her interactions with your brother. I confirm that I have looked into these comments and I am confident that T [REDACTED] has handled all stages of your brother's advocacy process in accordance with our procedures.

Should you so choose, you are able to pursue this matter formally through our Complaints Procedure, including specific details of your concerns.

Yours sincerely



Joy Ireland
Head of Services
Onside Advocacy



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