

**Adults and wellbeing**  
Director: Martin Samuels

Mr C. Bury



Your Ref:

Our Ref: MS/MS

Please ask for: Martin Samuels

Direct line / Extension: 01432 26033

Fax:

E-mail: m[redacted]s[redacted]@herefordshire.gov.uk

08 January 2018

Dear Mr Bury

Thank you for your letter of 17 December, in response to mine of 13 November, regarding the actions being taken by the council under our unreasonable behaviour policy. As stated in that letter, the issues regarding your brother's care have already been fully considered and we will therefore not continue correspondence regarding these. For ongoing matters, we have provided named points of contact, as detailed in my previous letter, and these will continue to be the sole routes by which we will engage with you in relation to these. As noted in that letter, we will review the situation by 13 May 2018.

If you remain dissatisfied, you are of course at liberty to contact the Local Government Ombudsman. As you know, this is a body entirely independent of the council, appointed by Parliament. They can be contacted by writing to Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH, telephoning 0300 061 0614, website [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint) or fax 024 7682 0001.

Yours sincerely,

m [redacted] S [redacted]

**MARTIN SAMUELS**  
**DIRECTOR FOR ADULTS AND WELLBEING**