



C. <[REDACTED]@gmail.com>

RE: Complaint

6 messages

From: A. <[REDACTED]@talktalk.net>
To: "C." <[REDACTED]@gmail.com>
Cc: S. <[REDACTED]@onside-advocacy.org.uk>

7 January 2017 at 11:44

Dear Mr B. [REDACTED]

I have now had the chance to discuss your case with our CEO K. H. and to review the papers. I think it would be useful if we could meet so that I can go through the issues with you. I am quite happy to come to see you at your home address or alternatively we could meet at the Onside offices in Charles Street, Worcester? I could do either Tuesday 10th or Thursday 12th January 2017.

Onside has appointed a new advocate for your brother as a "Relevant Persons Representative". Her name is T. C. Her line Manager is S. [REDACTED] who may be contacted on 01905 27525 or by e mail on s. <[REDACTED]@onside-advocacy.org.uk> .

I look forward to meeting you.

Yours sincerely,

R. A. [REDACTED]

Chair

Board of Trustees

Onside Independent Advocacy

From: C. [REDACTED] . [mailto:[REDACTED]@gmail.com]
Sent: Thursday, January 5, 2017 8:35 PM
To: r. a. [REDACTED]@talktalk.net
Subject: Complaint request

Dear Mr A. [REDACTED],

Thank you for your letter of 3rd January 2016.

As requested, please use this email address for correspondence, as it is the one I currently use for care and support related concerns.

Should you require any details concerning the complaint from me, please do make contact.

Further, I understand my brother now has a different advocate assigned to him. However, when I have attempted to email the Onside Advocacy service for the name and contact details of said person I find my email address has become blocked from contacting anyone within the service; I believe this is due to my discovery and subsequent complaint.

I look forward to your early reply.

Sincerely

C [REDACTED] B [REDACTED]

c [REDACTED]@gmail.com

c [REDACTED] . <c [REDACTED]@gmail.com>
To: R [REDACTED] A [REDACTED] <[REDACTED] a [REDACTED]@talktalk.net>

8 January 2017 at 15:54

Dear Mr A [REDACTED],

Thank you for your email and prompt response.

Unfortunately, we have a busy week [REDACTED]
[REDACTED] it would be convenient [REDACTED] on
Thursday 12th of January during the late morning or early afternoon to discuss the issues, [REDACTED]
[REDACTED]

Please let me know what time on Thursday is convenient for you.

Further, thank you for informing me of the new advocate and line managers details, I have attempted to email Ms W [REDACTED] but still find my email address permanently blocked by onside-advocacy.

I look forward to your reply and meeting with you.

Sincerely

C [REDACTED] B [REDACTED]

[Quoted text hidden]
