

Mr C B [REDACTED]



8th November 2016

Dear Mr B [REDACTED]

Thank you for your email and letter of complaint dated 6th November 2016.

I am obviously concerned to hear that you feel your brother has received poor support and that our IMCA service has not delivered the level of service that would be expected.

I will now carry out a formal investigation of the complaint and issues you raise in relation to B [REDACTED] S [REDACTED].

I will look to complete this work as quickly as possible and will endeavour to write to you with a formal response by the 21st of November 2016. If for any reason I am not able to complete the investigation in this time period, I will write to advise you of this.

I understand that B [REDACTED] S [REDACTED] has now completed his work with your brother and therefore is no longer working as his Advocate.

I will be in touch with my findings as soon as possible.

Yours sincerely,

[REDACTED]

K [REDACTED] H [REDACTED]
Chief Executive

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