

In Confidence

Mr Daniel McMorro
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**Parliamentary
and Health Service
Ombudsman**

28th May 2015

Dear Mr McMorro

Thank you for sending us your complaint about The Huntercombe Group

This letter is to let you know that we have received your complaint, tell you what will happen next and give you important information about our service.

Our role

We investigate complaints that individuals have been treated unfairly or have received poor service from government departments, other public organisations and the NHS in England. We are the last step in the complaints process.

We are independent of both the NHS and government. We look at complaints fairly and do not take sides. We make decisions about whether we have seen mistakes, or if an organisation has acted correctly.

When we find that an organisation has treated somebody unfairly, or has given poor service that has not yet been resolved, we ask the organisation to acknowledge this and take action to put things right. We also help organisations to learn from complaints so that they can improve their service and make sure mistakes are not repeated.

What will happen next?

We have carried out some basic checks on your complaint. We can see that who you are complaining about, and what you are complaining about, are things we can look at. This is important because we can only investigate complaints when we have the legal power to do so.

We will now take a closer look at your complaint to decide whether we will carry out a formal investigation or if there is another way we can resolve your complaint. To do that,



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we need to carry out some more checks, which include making sure that The Huntercombe Group has given you its final answer to your complaint.

One of our customer service staff will carry out these checks, and will contact you very shortly to introduce themselves. They will let you know what they will be doing and how long this will take.

We have created a guide that gives more details of the checks we carry out to decide whether to move to a formal investigation. We call it our assessment code. For details, please visit www.ombudsman.org.uk/assessment-code.

Why do you need to decide whether to investigate my complaint?

We investigate complaints if we can, unless there is a good reason not to. This could be because we can already see that the organisation you are complaining about has not done anything wrong, or because it has already acknowledged and put right any mistakes it made. We also try to resolve complaints quickly without the need to investigate, wherever possible.

If we decide not to investigate, we will clearly explain why, and will offer help and advice if you need it. If we decide to investigate, we will let you know and give you more information about what will happen next.

We aim to do this within four weeks. We will update you regularly, and will let you know if we think it might take longer.

How we use your information

We often need to get more information to help us look at your complaint and we may share details about you and your complaint with the organisation you are complaining about. We may also ask for advice about your complaint from someone with specialist knowledge (for example, a health professional).

If you do not want us to share the information you have given us with others, please tell us straight away.

We carry out our work in private, which means we do not discuss details of your complaint with anyone other than those involved. We publish short, anonymised summaries of completed cases on our website and publicise these. If you do not want us to publish your case in this way, or have any questions, please let us know. You can find out more at www.ombudsman.org.uk/about-our-case-summaries.

Only our staff or people acting on our behalf can see the records we hold about your complaint. We want to check that we are providing a good service, so we might use your complaint for training and monitoring purposes.

To find out more about what happens to the information you give us, please visit www.ombudsman.org.uk/information-you-give-us. If you would like us to send you more details, please let us know.

Help us improve our service

If you have any questions, please contact me using the details at the top of this letter. Alternatively, you can contact our customer care team if you have any feedback about our service or decisions we make during your time with us. Please call us on 0345 015 4033 (select option 3) or by email to feedbackaboutus@ombudsman.org.uk.

Our independent research company may also invite you to take part in a survey to help us improve our services. If you would prefer not to take part, please call us on 0300 061 4222, or email customersurvey@ombudsman.org.uk.

Information passed to and collected by the research company is kept in the strictest confidence and is used for research purposes only.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Andrew Robertson', with a stylized, flowing script.

Andrew Robertson
Customer Service Officer

