



Education, Care and Health Services

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ECS-3442/16

Mr Daniel McMorrow
Flat 64, Rosing Apartments
45 Homesdale Road
Bromley
BR2 9FN

28th July 2016

Dear Mr McMorrow,

Complaint Made By Telephone

Further to our telephone conversation today, I write to formally acknowledge receipt of your stage 1 complaint.

I would like to reiterate my thanks to you for bringing the matter to my attention. Bromley Council is committed to providing high quality services and I can assure you that the concerns you have raised will be thoroughly investigated.

In the interests of clarity, I confirm it was agreed the Council will look at the following concerns:

You state you will be moving to Wood Green but say that you have equipment that needs to be moved to your new address. Your complaint is that the Council has no procedure in place for service users who move.

I trust this accurately reflects the issues you have raised. If not, please let us know as it is important you are satisfied all your concerns have been noted correctly; this will form the basis of the complaints investigation.

A senior officer will investigate your concerns and will aim to respond to your complaint as soon as possible. In line with our complaints procedure our target for completing responses is 20 working days. There are occasions when we are unable to meet this timescale if, for example, a complaint is particularly complex or an investigating officer is absent for a period of time. In the unlikely event this may happen we would like to apologise in advance for any delays you experience.

Please find enclosed a leaflet that explains our complaints process however, if you have any queries or need any assistance while we investigate your complaint, please do not hesitate to contact us and we will happy to help in any way we can.

Yours sincerely,

Mario Giannini
Senior Complaints Officer