

110a Sylvan Avenue
Wood Green
Haringey
London
07725 586 509
dmcmmorrow@mage-net.net

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

Hello,

Ref: 16 008 782

I received the LGO Decision with regard to the complaint about Bromley.

While I'm thankful for the LGO's review a few points come to mind.

Firstly unless we go down the road of "How a care agency is selected" point 20 or page to about the carers keys is surplus to the complaint.

On the **XXth January 2017** i had a discussion with Bromley. Since moving on **1st September 2017** Bromley continued to charged me for Care Services. In November I instructed by bank to stop making payments. In **3rd January 2017** I requested they repay the **£943.66** - A few days later a cheque arrived with no apology for the **£943.66**

On **18th January 2017** A **Duncan Wilson** contacted me saying a full refund was made in error and the I owed an estimated **£374.70**
6£2.45 [weekly care charge] x 6 [Number of weeks]

Now big issues arise. From **1st September 2016** for **six weeks** Bromley where paying for my care (*this is confirmed point 15 page 3*) - I understood this to be an attempt by Bromley to fix the disastrous way they had handled my move. Without a "**Move**" policy they cannot say this is standard practice.

Secondly no **debits** for any services appear on my account since **the morning of 1st September 2016** (my last care call in Bromley was 9-10am on 1st September 2016)

I believe any award you give me will be kept by Bromley to offset this debit. I'm asking if you can investigate this or shall another complaint be made?

Daniel McMorro