

You can contact me on:

GRO-C

Andrew.Nield@

GRO-C

Our reference:

GRO-C



In Confidence

Mr Jason Evans

GRO-C

26 February 2021

Dear Mr Evans

Further to our recent conversation, we have now completed our investigation of your complaint. As I said, I received some comments from the Trust. My contact there did a little more investigating, which was not really what we were asking for. So, I have added a little to the report compared with the provisional version, although the overall findings, decision and recommendations are the same. Our final decision is that we uphold your complaint.

I enclose a copy of our final investigation report with this letter. I have also sent a copy to the Trust. I will check it complies with the recommendations in the timeframe we have given.

There are legal restrictions on sharing the information we give you with other people. You may share our final report with others if you want to. However, please do not share any documents we gave you during our investigation, which includes our provisional views.

If you have any questions about what you can share, you can contact me using the details at the top of this letter. If you have any feedback about our service or decision then please let me know within one month of the date of this letter.

Please note there are some important details about how we use your information at the bottom of this letter.

Yours sincerely

Andrew Nield
Senior Caseworker



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Important details about how we use your information

We want to make sure that we provide a good service. We might use your complaint for training, monitoring and evaluation purposes or invite you to meetings where we explain more about the Ombudsman's roles and responsibilities, and ask for your feedback. We will only share any information you provide with our staff or people acting on our behalf.

Your responses will only be shared in an anonymous format, unless you tell us otherwise. The law allows us to use your contact details in this way. This is known as legitimate interest. If you do not want to take part please tell your caseworker, call us on **GRO-C**

GRO-C or email customersurvey@GRO-C.

You can change your mind at any time and this will not have any impact on how we handle your complaint.

You can read more about this in our privacy policy. The policy explains how we use and look after information about you, or that could identify you, and how long we keep it. It also explains your rights and how to request your information. You can find the privacy policy online at www.ombudsman.org.uk/information-you-give-us. If you would like a copy in a printed or other format, please contact informationrights@ombudsman.org.uk or call the number at the top of this letter.