## County Hall Beverley East Riding of Yorkshire HU17 9BA Telephone (01482) 393939

www.eastriding.gov.uk

Lee Thompson Head of Adult Services

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| PRIVATE AND CONFIDENTIAL | **Your Ref:** \*  **Our Ref:** \*  **Enquiries to:** \*  **E-Mail**: \*@eastriding.gov.uk  **Tel. Direct:** (01482) 39\*  **Date:** \* |

Dear

**Re: Adult Social Care Complaint No:**

Further to your letter dated XXXXX, I am writing to confirm the complaints you wish to be investigated.

From our discussion on XXXX please find below a list of your complaints as I understand them from what you told me:

**Complaint 1**

**Complaint 2**

**Complaint 3**

I understand the outcome you would like to achieve is as follows:

Please review my understanding of your complaint and desired outcome and please return a signed copy of this letter as confirmation that these are the complaints you would like investigating, making any amendments as appropriate.

Only when your agreement has been received can your complaint investigation begin and no further complaints can be added to the investigation after that time.

Yours sincerely