

17 September 2020

Mr Derek C Ritson

Our ref: 20 003 522

(Please quote our reference when contacting us and, if using email, please put the number in the email subject line)

If telephoning please contact: 0330 403 4632

email address: C.Mead@coinweb.lgo.org.uk

Dear Mr Ritson

Why we are writing to you

I have assessed the above-mentioned complaint against the Council to see whether it is about a matter the Ombudsman can or should investigate. I have decided to pass it to our Investigation Team to consider it further.

What you should do now

For the moment, you do not need to take further action. We paused our investigations for some time during the Covid-19 pandemic to allow councils and care providers to focus on providing vital frontline services. We have now restarted work but still have a large number of complaints waiting to be considered. This means we cannot deal with complaints as quickly as we would like. We will be in touch in eight weeks to update you on progress.

Reasonable adjustments

We are committed to making sure the way we work does not put disabled people at a disadvantage and to meeting our legal obligations under the Equality Act 2010.

If you need any help or support to use our service, please let us know and we will consider what changes we can make.

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Yours sincerely

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Claire Mead
Investigator