

**From:** Moultrie, Denise (CSSIW - Local Authority Inspection Team)

**Sent:** 08 February 2018 10:30

**To:** [REDACTED]@powys.gov.uk

**Cc:** Jones, Bobbie (CSSIW - Local Authority Inspection Team)

**Subject:** Concerns raised with CIW

Hi Jen

Thanks for making the response to the concerns that were raised with CIW.

**REDACTED s40(2)**

**REDACTED s40(2)** - but I have also had further contact from **REDACTED s40(2)**, who are concerned about **REDACTED s40(2)**. We discussed this some time ago and I know that there were issues about **REDACTED s40(2)** acceptance that **REDACTED s40(2)**. I believe they are now in the complaints process and had a meeting about this, this week. I have explained to them that we cannot investigate their concerns – but it would be helpful if you could confirm how they are being dealt with, due to their continued correspondence.. Thanks.

**REDACTED s40(2)**

Regards

Denise

**Denise Moultrie**

**Uwch Reolwr – Arolygu Awdurdodau Lleol / Senior Manager – Local Authority Inspection**

**Arolygiaeth Gofal Cymru (AGC) / Care Inspectorate Wales (CIW)**

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