

## Elaine Williams - Complaints and Litigation Manager

---

**From:** Juliette Diamond - Senior Clinical Nurse Specialist  
**Sent:** 14 January 2005 15:39  
**To:** Elaine Williams - Complaints and Litigation Manager  
**Subject:** complaint

Hi Elaine

As you are aware I have been seeing the Kinlough family about the concerns they have about their fathers care in both ark royal and collingwood ward.

As we are doing a formal investigation Alistair and I think it would be best for the family to have an acknowledgement letter from the trust. I think it needs to be the sort of standard letter that thanks them for raising their concerns and assures them that we will investigate the issues and inform them of any findings and actions taken.

Von and I have done all of the above, vebally, when we met with them but I feel a letter would help to show how seriously we have taken their concerns

The contact person is Mr Kinloughs daughter :

Mrs D.James

**Code A**