

By email: minhalexander@aol.com

Your Ref: NCT 372

19 October 2017

Dear Dr Alexander,

Thank you for your correspondence of 5 October 2017 addressed to Peter Wyman Chairman, Care Quality Commission (CQC), which has been passed to me as the National Complaints Manager for reply.

In your correspondence you have set out a request for a complaints investigation into CQC's *'handling of its failures concerning Ivy Atkin's death and the related matters at Autumn Grange'* and a full copy of the Internal Review.

I write to advise that we do not intend to investigate these matters in line with our complaints procedure as you do not qualify to complain under our policy, because you have not been directly affected by the matters referred to.

Although you refer to a wider public interest in your communication regarding the handling of whistleblowing information and our regulatory responsibilities, CQC is satisfied that the issues concerning Autumn Grange have been appropriately considered and responded to.

In respect of your request that CQC publish a full, or fuller, version of our Internal Review, we refer you to our letter of 29 September 2017 in which we explained why we have published the review in summary form.

You have told us that you may challenge CQC's decision to withhold information from the full report under the Freedom of Information Act 2000. You have also indicated that you are aware of the process for this.

If you remain unhappy with the outcome of this reply you can refer your complaint about CQC to the Parliamentary and Health Service Ombudsman (PHSO) via your local Member of Parliament, their relevant contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

We consider this matter closed and do not intend to engage in further communications regarding these issues. We will, however, fully cooperate with any enquiries that the PHSO may make directly with us.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Meeta Patel', with a stylized flourish at the end.

Meeta Patel
National Complaints Manager
Care Quality Commission