

Document C Emails 15, 20 and 21 December 2017

Fairclough, Katherine 15 December 2017 at 14:24

Further to my previous email I write to inform you that your letter has been passed to our Complaints Team for process and investigation. A member of the team will contact you in due course to advise on the stages.

The Senior Manager within the team is Steve Tweedie, should you have any concerns please contact him direct on Steve.Tweedie@cumbria.gov.uk

Kind regards

Katherine Fairclough

Chief Executive

Chief Executive's Office | Cumbria County Council
Cumbria House | 117 Botchergate | Carlisle CA1 1RD

t: 01228 226301

www.cumbria.gov.uk

Complaints, CCC 20 December 2017 at 10:01

Dear Mr Smith

Thank you for your email received on 10th December.

We are now dealing with it at the Review Stage of the Corporate Complaints Process.

Your complaint on behalf of Caldbeck Parish Council is being reviewed by an Assistant Director who will contact you direct.

We aim to send you the final Review Stage response by 8th January or if this is not possible, we will contact you and let you know.

Please see the attached leaflet for information on how we handle complaints.

If you have any queries about your case or the complaints process please let me know.

Many thanks

Analeize Lawson

Information Governance Team

Resources and Transformation | Cumbria County Council
Cumbria House | 117 Botchergate | Carlisle | CA1 1RD

t: 01228 221234

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Tweedie, Steve 21 December 2017 at 15:05

Dear Simon, thank you for your email below regarding the target date provided for the review stage response for this complaint.

I can confirm the date provided is unrealistic when factoring in the Christmas holiday period. The review stage of the complaint process will be undertaken by Mr Daniel Barton, Assistant Director Learning and Inclusion from the Children & Families Services Directorate. Due to leave arrangements and prior commitments it will be the 4th January before I meet with Mr Barton to brief him on the complaint. Following this meeting Mr Barton will be able to consider the actions he intends to take and make contact with those he identifies as being relevant to his review (Including you/Parish Council colleagues) and then assess a date as to when he would expect to complete his review.

Please accept my apologies for any inconvenience caused with regard to the original date provided.

Yours sincerely,

Steve.

From: Simon Smith [<mailto:caldbeckparishclerk@gmail.com>]

Sent: 20 December 2017 11:57

To: Complaints, CCC; Tweedie, Steve

Subject: Re: Complaint received to Cumbria County Council – ref CCC/017436

Analeize and Steve

Having spoken to Steve about his email, I just wanted to check 8 January as a target date for a reply.

The Christmas break is fast approaching and I wondered if it has been taken into account in setting the date. I'm sure many people will not be in work from Friday to after the new year - and quite right too. It would be really helpful to know before the Christmas break if 8 January is a reasonable target or if a later date would be more realistic.

Many thanks

Simon

Simon Smith
Caldbeck Parish Council Clerk
Sandale Barn, Sandale, Boltongate, Wigton CA71DE
016973 71008