

Email: [REDACTED]

19 June 2024

Ref: NCT INV 2223 331

Dear Mr Ridout,

I write in response to the concerns you raised on behalf of your client, ADHD 360 Ltd about the Care Quality Commission (CQC) which were handled under our complaint procedure.

Your complaint was investigated by [REDACTED], Operations Manager and I attach the investigation report which explains the findings and how **we have reached the decision to partially uphold your complaint** overall.

I have also reviewed the supporting information and evidence relating to your complaint to provide independent assurance over the review.

You will see from the report we have identified learning, which will be shared with staff involved to reflect on as part of our commitment to organisational learning.

We are grateful to you for getting in touch and explaining what your client's experience has been. We use all complaints information and feedback to help us improve the services we deliver to our customers.

This now concludes our formal complaints process however if you would like us to clarify any points in the report please get in touch.

What you can do if you are dissatisfied with our response

Should your client remain dissatisfied with our response, they have the right to approach the Parliamentary and Health Service Ombudsman via their local Member of Parliament. The Ombudsman undertakes independent investigations into allegations that public bodies, including CQC, have acted improperly or unfairly, or have provided a poor service. The contact details are:

The Parliamentary and Health Service Ombudsman
Citygate
Mosley Street
Manchester
M2 3HQ

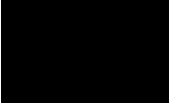
[REDACTED]

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

Thank you again for bringing these matters to our attention.

Yours sincerely



Senior Complaints Officer
National Complaints Team