

16 September 2015

Mrs Heather Moore
1, The Bungalows
Oaklands House
Covert Road
Reydon
Southwold
IP18 6RD

Dear Ms Moore

I have now been able to review the information which you provided to me and had the opportunity to discuss the matter with Mrs Christian.

I am able to respond to you as follows.

The individuals who were so upset by the manner in which they felt they were spoken to by you are not direct employees of Healthcare Homes. Having raised their concerns to us it is our responsibility to respond to those matters. The individuals concerned did not feel that any further meeting with you on the matter would be beneficial and expected Healthcare Homes to deal with the matter, which was taken very seriously.

To be clear, the issue raised was that the individuals concerned felt that they had been spoken to in an aggressive manner. It is not evident in any of the correspondence to you that Mrs Christian states that you were verbally abusive, however she does refer to this in describing the behaviours which are not acceptable.

In further correspondence dated 10 July Mrs Christian offered her apology for the tone of her letter and on 14 July offers to meet with you to resolve the issue continuing to cause you distress and upset. This meeting did not take place as the other parties did not wish to attend the meeting and you felt it not useful without them. In further correspondence dated 23 July Mrs Christian confirms that your wishes in relation to the maintaining of information at Colchester has been undertaken and offers a further apology.

I have from my investigation into this matter concluded that the initial contact with you on this matter could have been handled more sensitively. However, the subsequent correspondence and offers of resolution were made in a conciliatory and understanding manner. I can see no evidence that in any correspondence was there any attempt to discredit you, make you feel uncomfortable or to not attempt to respond to your concerns and wishes in relation to the matter in as far as it was possible to do so.

I am able to confirm, that given the evidence available, your name has, as you describe, been cleared. Your wishes in respect of records have been adhered to.

Mrs Christian again offers her apologies for the upset and distress caused. I am satisfied that she understands that her initial approach to you could have been handled more sensitively and has taken the learning from this.

In relation to the works having still to be completed, my understanding is that the window painting is now completed and that doors and fascia's remain to be completed in the coming days, weather permitting. The cost of the painting works were given at the last tenants meeting and were agreed, hence the works commenced.

I do hope that you will be able to feel that your concern has been taken seriously by me and responded to. I trust that we can now agree that the matter is closed, that your name has been cleared.

Yours sincerely

Mike Osborne
Managing Director