

From: [Compassion In Care](#)
To: ["Department of Health and Social Care"](#)
Subject: RE: Your correspondence to the Department of Health and Social Care
Date: 25 February 2019 11:47:00

Dear Ms Casson,

I would remind you that the issues raised commencing March 2017 are those to be responded to.

I fail to see why are you looking at correspondence from 2008 which you incorrectly state is when I first contacted your department. I first contacted your Department in 1999. However this is irrelevant as the issues I wish action taken on relate to 2017 onwards.

I refer you to the correspondence in question and the issues raised.

Please do not attempt to respond to questions other than those put to you. Do not attempt yet again to fob me off with policy.

I suggest you deal with those issues raised in the specified timeframe as yet further unnecessary delay is only compounding the damage.

Eileen Chubb

Compassion In Care

Tel 07763 066063

Tel 01689 875604

info@compassionincare.com

www.compassionincare.com

Reg Charity 1102282

From: Department of Health and Social Care <donotreply@dhsc.gov.uk>
Sent: 21 February 2019 14:59
To: Compassion In Care <info@compassionincare.com>
Subject: Your correspondence to the Department of Health and Social Care

Our ref: DE-1162331

Dear Ms Chubb,

Thank you for your further recent correspondence. I have been asked to reply.

I am sorry for the delay. I and my colleagues are reviewing all of your correspondence, which, as you know, dates back to 2008. As I am sure you will appreciate, there are many documents that need to be fully considered so that the Department is able to provide a complete response to your outstanding concerns.

I am sorry that this means that the reply is taking longer than normal. Please rest assured that the Department is giving your correspondence the highest attention and it will provide you with a response in due course.

Once again, I am sorry for the delay in replying and I would like to thank you for your continued patience.

Yours sincerely,

Holly Casson

Ministerial Correspondence and Public Enquiries
Department of Health and Social Care

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