

From: [REDACTED]
Date: 1 August 2017 at 11:43:52 BST
To: [REDACTED]
Subject: Fwd: [REDACTED]

Dear Catherine,

I would like to raise a formal complaint relating to [REDACTED] review of [REDACTED] LSA report. I have never had an explanation as to why [REDACTED] review of [REDACTED] LSA review failed to identify the serious problems with [REDACTED] care or the significant flaws relating the supervisory investigation.

I would like an apology from [REDACTED], an acknowledgment that [REDACTED] review of [REDACTED] LSA report was flawed and an assurance that there has been learning.

As far as I know, [REDACTED]
[REDACTED]

Are you able to advice me how I can raise this issue as a formal complaint? I strongly believe that the NHS is Scotland should carry out an audit of other supervisory investigations carried out by [REDACTED] to ensure there is no pattern of serious issues not being identified and acted on.

Best Wishes,
James

Sent from my iPhone

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