

**28/11/2012 email to PHSO ALICE CORAL
AS PER YOUR EMAIL BELOW**

- 1. PLEASE PASS OUR FILE TO YOUR REVIEW TEAM.**
- 2. FURTHER; PLEASE CAN YOU ADVISE IMMEDIATELY OF THE NAMES OF THE SENIOR DIRECTOR/S WHOM TOOK THE DECISION WITHIN YOUR EMAIL BELOW.**

Mike Clarke

From: Coral Alice
Sent: Monday, November 19, 2012 10:34 AM
To: 'Mike Clarke'
Subject: RE: Ombudsman ref: EN-135765

RESTRICTED - OMBUDSMAN CASEWORK

Dear Mr Clarke

I acknowledge receipt of your emails. I understand that our decision is not what you expected. However, the decision that you are conflicted, for the purposes of our legislation, to act on behalf of your mother was taken by **senior directors** after considering the whole case. I do not have the power to change their decision or to take any other action on your case.

Mrs Clarke now has two options. She can follow the advice given in our decision letter and seek and advocate or, if she disagrees with our decision, she can dispute it by writing directly to our Review Team. I have enclosed a leaflet of the process for your information. Their email address is complaintsaboutphso@ombudsman.org.uk. If you wish me to pass on your case file to the Review Team just let me know and I will do that straightway.

I am afraid that, other than the above, I am unable to help you further.

Alice Coral
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