

This matter is being dealt with by:

Name

T

E @nottscc.gov.uk

W nottinghamshire.gov.uk

Private and Confidential

To be opened by addressee only

Dear

Date

As you are aware, [*person's name*] was involved in [*briefly describe the event and include the date*].

First, I would like to express my sincere apologies that this event has occurred and I am sorry for any harm or distress we may have caused.

Secondly, I wish to assure you that the County Council aims to provide a quality service to all people who use our services. Consequently, we have undertaken a full investigation into [*person's name*] care and support in an effort to understand exactly what happened. In-line with the County Council's "Duty of Candour", we would like to take the opportunity to share our findings with you.

(*Add investigation findings*).

Should you require any further information or if you have any queries, please do not hesitate to contact me as detailed above.

Yours sincerely/faithfully,

Name

Post

Nottinghamshire County Council