

	A	B	C	D	E	F	G	H
1	Case reference	Date Received	Complaint/ Concern	Complainant	Summary of Complaint/Concern	Response	Case Resolved Type (repaired)	IRC
39	CAS-294275	03/05/2017	concern	D1165	poor healthcare and food. States centre are poisoning him and food can't be digested. Called ambulance and police - they can't help. States this is making him ill.	Case officer spoke with staff at centre advised that complainant has been seen by GP and advised to seek further help. Email sent to complainant to this effect.	Concern Resolved (T2)	Brook House
40	CAS-326947	28/07/2017	concern	D1240	Not provided with a pillow for two days, as a result has severe pain in neck and shoulders. Refused pain killers.	CCC Case officer spoke with the healthcare centre who confirmed that complainant was given pain relief twice on the night in question. Agreed they would check in with him again	Concern Resolved (T2)	Brook House