

27 November 2020

Mrs Rachael Shimmin
Chief Executive
Buckinghamshire County Council
County Hall
Aylesbury
HP20 1UA

Your ref:

Our ref: **Redacted**

(Please quote our reference when contacting us and, if using email, please put the number in the email subject line)

If telephoning please contact **Contact Officer details redacted**

Email address: **Email address redacted**

Dear Mrs Shimmin

Complaint by **DETAILS REDACTED**

Thank you for your emails of 20 and 25 November 2020.

We welcome the action your Council has taken following the report on **Name redacted** complaint. This letter is therefore to tell you formally we are satisfied with the Council's response in accordance with section 31(2) of the Local Government Act 1974.

We have recorded a compliance outcome of ***Remedy complete and satisfied.***

Yours sincerely

SIGNATURE REDACTED

Michael King
Local Government and Social Care Ombudsman for England