

c/o 15 Valleyside Rd
Ore
Hastings
TN35 5AD

3rd January 2011

Theresa Boyce
Looked After Children Team
Ocean House
London Road
St Leonards
TN37 6DH.

Attachment Email from Jessica
Cain

BY EMAIL AND BY RECORDED LETTER

Dear Madam,

Re Emily Newbold Smith 30-10-06

I write regarding the children's Social Worker Ms Christine Sterling has been not telling the truth to me again stating that she had not told us that we could go ice skating and that this was never agreed and as a result I believe you told me our Contact supervisor Pete was fired as a consequence. See attached email from Jessica Cain. This email clearly states that Ms Jessica Cain had had a conversation with Ms Christine Sterling 8th December 2010 regarding the ice skating on the 9th December 2010. I hope you are not implying that two people are now wrong about this matter and your Social Worker is clearly working to her own agenda and not in the interest of my children!

I wish you to treat this matter as formal complaint and I seek:

- a) A formal apology
- b) An assurance that arrangements regarding my daughters Contact will be properly facilitated in the future
- c) Your conformation that proper procedures and guidance will be put in place to ensure service standards are improved.
- d) Immediate progression of this complaint to the next level, in the event that you cannot meet my requirements within the time scales laid down.

Yours Sincerely

Martin Newbold

Ms Theresa Boyce Looked After Children Team