From: ombudvic@ombudsman.vic.gov.au [mailto:ombudvic@ombudsman.vic.gov.au]

Sent: Monday, 9 October 2017 11:46 AM

To: david.crofts@gmail.com

Subject: Your complaint to the Victorian Ombudsman

| 9 October 2017 | File No: C/17/16453 |

Mr David Crofts

By Email: david.crofts@gmail.com

Dear Mr Crofts

Your complaint to the Victorian Ombudsman

Thank you for your response to my email dated 28 September 2017 about the Mental Health Complaints Commissioner (MHCC).

I apologise that I incorrectly referred to you as Mr Croft, rather than your correct surname, Mr Crofts. This was an error, and I did not intend for it to be offensive.

In regard to the questions you have raised I refer you to my previous email. As you have not identified a potential administrative error regarding MHCC I do not consider there is a role for this office in your complaint.

If you wish to request an internal review of my decision you may do so. The details of how to do so are available at:

https://www.ombudsman.vic.gov.au/Complaints/Complaints-about-us

Yours sincerely

Kathleen Miller Investigation Officer

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From: David Crofts [mailto:david.crofts@gmail.com]

Sent: Monday, 9 October 2017 11:52 AM
To: ombudvic@ombudsman.vic.gov.au

Subject: RE: Your complaint to the Victorian Ombudsman

From: David Crofts [mailto:david.crofts@gmail.com]

Sent: Monday, 9 October 2017 01:43 PM
To: ombudvic@ombudsman.vic.gov.au

Subject: My complaint to you for the Victorian Ombudsman

You referred me to your previous email in which you stated \dots it is not our role to instruct agencies on how to perform their functions !!!!

I am glad that you now admit your role is to instruct agencies on how to perform their "administrative" functions !!!!