

From [REDACTED]

Date Thu 13/11/2025 18:08

To [REDACTED]

Dear [REDACTED]

I am writing to you in response to the formal complaint you raised with the investigation team on 23 October 2025. I was asked to investigate your complaint in my capacity as complaints officer.

I understand that your complaint was raised following previous correspondence with the investigation team and Baroness Amos in which you raised concerns about the wording in the investigation's Terms of Reference, specifically, the section on 'Examining the response of healthcare organisations', which outlines that the investigation will be seeking to understand 'the potential role of coroners in the investigation of late-term stillbirths (37 weeks or later)'.

I have reviewed all relevant correspondence relating to this case and have also reviewed relevant internal communication and documentation to assess how the investigation team responded to your concerns.

Given the previous communication regarding your concerns, in line with the complaints policy (attached for your reference), I escalated your complaint to the Director responsible for overseeing the investigation, who reviewed the evidence I had collected in relation to this complaint. Having reviewed my findings, they have concluded not to uphold your complaint. The rationale behind this decision is set out further below.

#### Rationale

1. A clear process for appeal and escalation of concerns is set out in the complaints policy.
2. I am satisfied that the investigation team handled your concerns professionally and appropriately.
3. Your request to amend the wording of the Terms of Reference was considered in good faith by the investigation team and the Chair of the investigation.
4. The Chair was provided with appropriate advice by officials on this matter.
5. Decisions to amend the Terms of Reference ultimately lie with the Chair of the investigation and the Secretary of State for Health and Social Care.
6. The Chair made a clear decision not to amend the Terms of Reference, having considered advice from officials.

7. The Chair informed you of her decision in writing, while noting that the investigation would not place any restrictions on evidence collected (and eventually published) relating to stillbirths.
8. I do not consider there to be any procedural issues or wrongdoing in how your concerns were dealt with.

I understand that this outcome may be disappointing for you and I want to acknowledge the time you have taken to raise your concerns with the team. If following this response, you are still not satisfied, you have the option to request for your complaint to be escalated to an independent third party. Please do let me know if this is something you would like to do or if you have any further questions.

Kind Regards,



Complaints Officer

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