

## Rebecca Milburn

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**From:** RC-A711 <DPA>  
**Sent:** 31 August 2019 13:41  
**To:** Richard Scorer  
**Cc:** Rebecca Milburn  
**Subject:** Letters of apology referred to in paragraph 56  
**Attachments:** Letter from Provincial 1.pdf; Letter from Provincial 2.pdf; Letter from Provincial 3.pdf; Letter from priest 1.pdf; Letter from priest 2.pdf

**DOCID:** DPA

Hi Richard,

I am going to send each of the different pieces of documentation requested by IICSA as a separate email to you and Rebecca as my IT skills are limited! I will title the emails accordingly. Hope that's ok.

Regards,

RC-A711

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**From:** RC-A711 <DPA>  
**Sent:** 24 June 2017 12:02  
**To:** DPA  
**Subject:** Letters of apology

Dear Richard,

Yesterday I received letters of apology for, and acknowledgement of, all that I have stated about the abuse I suffered as a victim of the actions of RC-F500. I have scanned them to send you copies - they are from the newly appointed Provincial, the priest himself and the previous acting Provincial. My I.T. skills are not great so will have to send each page of each letter as a separate document - you might receive 3 separate emails!

It is concerning to read in them that there was an apology ready for me back in February but the Order received advice not to let me have it then. I will investigate this further - pretty sure that would have been Westminster who have been advising the Order throughout.

**LPP**

Sorry to send this at the weekend but once back at work on Monday I will be more pushed for time.

Kind regards,

RC-A711

**Rebecca Milburn**

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**From:** RC-A711 <DPA>  
**Sent:** 31 August 2019 13:54  
**To:** Richard Scorer  
**Cc:** Rebecca Milburn  
**Subject:** Complaint referred to in paragraph 65  
**Attachments:** Issues of complaint.docx

Please see attachment

**From:** RC-A711 <DPA>  
**Sent:** 26 June 2017 19:36  
**To:** Jeremy Trood <DPA>  
**Cc:** Christopher Pearson <DPA>  
**Subject:** Re: Response to my request for a complaints procedure

Dear Fr Jeremy,

Thank you for your email.

After all these weeks of waiting, it is encouraging that I now have an idea of who will deal with my concerns. It is also helpful to see that there are procedures in place to ensure that there is some accountability within the Diocese itself. I am not sure why, in the first instance, I was not made aware of this.

I have attached a summary of my main concerns to which I would welcome a response. I hope you can let me know approximate timescales for when I might expect to hear back so that I am not in a position of thinking that this email is also being ignored.

I am not raising these issues to be awkward or difficult but to share my perspective on how survivors may experience their dealings with the Church. It is so important that the Church gets it right when it engages with us. I know that is what the NCSC is working towards.

Kind regards,

RC-A711

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**From:** Jeremy Trood <DPA>  
**Sent:** 26 June 2017 11:52  
**To:** RC-A711  
**Subject:** RE: Response to my request for a complaints procedure

Dear RC-A711

I acknowledge receipt of your email dated 24 June 2017.

I am eager, as I know you are, to resolve this matter as soon as possible.

For clarity, and to allow this matter to be appropriately addressed, I would be grateful if you would detail your concerns and complaints in a single mail.

The reason for this is that any complaints regarding the conduct of staff within the safeguarding service would have to be considered under the aegis of the diocesan HR procedures.

Similarly, any complaint about my conduct would have to be addressed through a canonical process.

Concerns which relate to a procedural failing would be addressed by the Westminster Safeguarding Commission.

I look forward to hearing from you.

With best wishes

Fr Jeremy

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**From:** RC-A711 [mailto: ] DPA  
**Sent:** 24 June 2017 10:35  
**To:** Jeremy Trood  
**Cc:** Cardinal Nichols; Private Secretary; DPA  
**Subject:** Fwd: Response to my request for a complaints procedure

Dear Fr Jeremy,

Yesterday I received written, formal acknowledgements of, and apologies for, all that I have stated about RC-F500's abuse of me as a teenager and young adult. The apologies came from the Servite Provincial and the priest himself.

The Servite Provincial has written that, "it disturbs and distresses me to imagine how horrendous it has been, and remains, for you to be waiting and waiting for some resolution".

Part of the resolution I am still seeking is, as you know, some sort of meaningful response from the Westminster Safeguarding office to the concerns I have raised about the way my case and myself have been

dealt with by Westminster. I do not feel it is good enough to be told that the Safeguarding office is giving 'consideration' to a response. This simply adds to the "horrendous" experience I find myself in.

I would be very grateful if you could let me know by return of email when that response will be.

Regards,

RC-A711

----- Original message -----

From: RC-A711 <DPA>

Date: 22/06/2017 17:16 (GMT+00:00)

To: Private Secretary <[privatesecretary@rcdow.org.uk](mailto:privatesecretary@rcdow.org.uk)>

Cc: DPA, Christopher Pearson <DPA>, DPA

Subject: RE: Response to my request for a complaints procedure

Dear Fr Alexander,

Thank you for responding to my email.

It concerns me that Westminster Safeguarding are still 'considering' a response to a letter I wrote at the beginning of May. I am sure they must be aware of the additional stress this is causing me. Please could I ask that Fr Jeremy let me know timescales for a response. As you can imagine, I would very much like some closure to all of this.

Thank you for your support in this matter.

Kind regards,

RC-A711

From: Private Secretary

Sent: Thursday 22 June 16:55

Subject: RE: Response to my request for a complaints procedure

To: RC-A711

Dear RC-A711,

Thank you for your e-mail, which I have received safely.

Though I am unable to answer the points you raise personally, I have checked with Fr Jeremy, and consideration is being given to a reply. You will be contacted as soon as the safeguarding service are in a position to offer advice on a way forward.

With kind regards,

Fr Alexander

Fr Alexander Master

Private Secretary to Cardinal Vincent Nichols

Archbishop's House | Ambrosden Avenue | London | SW1P 1QJ

[privatesecretary@rcdow.org.uk](mailto:privatesecretary@rcdow.org.uk) | 020 7798 9041

From: RC-A711 [mailto:]; DPA

Sent: 19 June 2017 22:00

To: Private Secretary <[privatesecretary@rcdow.org.uk](mailto:privatesecretary@rcdow.org.uk)>

Cc: Cardinal Nichols <DPA>; Christopher Pearson  
<DPA>; Jeremy Trood  
<DPA>

Subject: Response to my request for a complaints procedure

Dear Fr Alexander,

Further to our phone conversation on Friday 9th June I would like to let you know that no-one has got yet back to me. I am still waiting, therefore, to know who in Westminster will be dealing with the complaints and concerns I outlined in my letter to the Cardinal on 11th May. Please could you let me know, as I have asked previously, what the complaints procedure is or, if there is not one, who will respond to my letter.

I feel that the issues I have raised are too important to just be ignored. Ignoring them, and myself, by simply not responding to my emails is an awful indictment of the 'One Church' approach which in the latest NCSC's annual report emphasises the importance of 'active listening' on the part of the Church in its relationship with survivors. As you can imagine, at this stage I feel totally not listened to by Westminster Safeguarding Office.

Ever hopeful of hearing from someone soon.

Kind regards,

RC-A711