**Social work case file updated following parent’s complaint**

A woman contacted her Health Trust to complain about her social worker, who she felt had wrongly accused her of emotional and psychological abuse towards her children.

After she brought her concerns to our office, we explained to the woman that the law prevented us from being able to investigate because the assessment and report completed by the Social Worker were done so at the request of the court.

Despite this, the woman still felt that her social work records did not reflect the prolonged emotional and psychological abuse she suffered from her children’s father and she requested that her records reflect that she did not abuse her children.

We contacted the Trust, and they offered the woman the opportunity to provide a signed written statement within her children’s case file. She agreed to this as an acceptable resolution of the issue.