



Glenn Flintoff

Deres referanse  
Vår referanse  
Saksbehandler  
Avdeling

2017/7497-2 621 MAK  
Marit Andrine Kraglund Tunheim, tlf. 61 26 60 27  
Helse- og sosialavdelingen

Dato 13.12.2017

## Regarding your complaint 29.11.2017

The County Governor of Oppland received your complaint by e-mail 29.11.2017. You complain about the behavior of the Child Welfare Service, Lillehammer Municipality and the County Governor of Oppland.

We have had two cases of supervision of the Child Welfare Service in Lillehammer Municipality based on your complaints. The County Governor works under the supervision of The Norwegian Board of Health Supervision in these cases. We are obliged to follow their procedures.

When we open a case of supervision, the person who complains is not considered a party in relation to the Public Administration act section 2 alternative e, and will therefore not be entitled to a formal appeal. However, when we receive an appeal, we will review if it contains information that gives us reason to reconsider our conclusion.

We cannot see that your complaint contains any new information that gives us reason to re-open the case. You are welcome to complain to us if you have any complaints about the Child Welfare Service in the future.

We would like to inform you that the Public Administration Act section 13 states that it is the duty for administrative agencies to prevent others from gaining access to information about an individual's personal affairs. Personal information in your former cases here will not be accessible to the public, in order to protect privacy for you and your children.

With regards

Jens Fløtre e.f.  
Deputy Director General

Marit Andrine Kraglund Tunheim  
adviser

This letter is electronically signed.