

TEL: 08444 812 812*

REF:

2014

Dear

Thank you for contacting us about your complaint.

Please be assured we are committed to dealing with your complaint as quickly as possible and we will do everything we can to get an answer to you within 8 weeks of this letter. No further correspondence is required from you at this stage.

Hopefully this gives you an understanding of the next steps we will take to address your complaint and the timeframes you need to be aware of. Let me reassure you that we are committed to getting an answer to you as soon as we can.

Thank you for your patience.

Yours sincerely



Rachael Cornfield
Head of Executive Response Centre