

Direct Line: Code A  
E-mail: Code A

Thursday, 18 July 2002

Ref: Comp/007/2002

**Code A**

Dear Code A

I write further to our recent telephone conversations and to apologise for the delay in providing you with a full response in respect of the complaint you made.

As discussed, I am in the process of drafting a response for the Chief Executive's attention, based on the report of the investigating officer. This has taken longer than I anticipated, partly because of a number of competing work priorities and my absence from work until today.

Following our last telephone conversation my understanding was that we would arrange a meeting once you had the opportunity to consider the Trust's response. In this way you would be able to give an indication of those issues you wished to discuss further and I could ensure that the most appropriate people attended.

I have noted the message you left on my answerphone and am sorry that it will not be possible to arrange a meeting on the 22<sup>nd</sup> July. As I explained, the Service Manager with responsibility for Gosport War Memorial Hospital, is not available at that time. In addition, I myself do not work on Tuesdays.

I will continue to progress your response which you should receive within the next two weeks. Once again, I apologise for the delay.

Yours sincerely

**Code A**

Ann Turner  
Complaints Manager