

Code A - Assistant Complaints Manager

From: Janet Peach - Service Manager [c=GB;a=NHS;p=NHS S AND W HN;o=NHS PORTSMOUTH HEALTHCARE TR;s=Peach;g=Janet;i=jp1;]
Sent: 20 May 2002 15:52
To: **Code A** - Assistant Complaints Manager'
Subject: RE: Complaint Comp/007/2002

Code A

An internal investigation is being carried out into this complaint by **Code A**, so far I haven't seen the report. I know she has tried to get **Code A** to meet with her without success, hence part of the delay. **Code A** is now putting together the report without his input. Yes the letter will come from Ian and if we are about to be out of time I suggest a holding letter would be appropriate. Thanks Jan.

-----Original Message-----

From: **Code A** - Assistant Complaints Manager
Sent: 20 May 2002 15:15
To: Peach Janet (RN4) Portsmouth Healthcare
Subject: Complaint Comp/007/2002

Hi Jan

I am just going through the folder for today and found the complaint from **Code A**
Code A re his late father, **Code A**

Do you know if a final response has been sent yet? If not, perhaps a holding letter should be sent which I am happy to draft for Ian Piper to sign. Is the final response coming from Ian?

Forgive me if I sound a little unclear on the procedure with regard to GWMH complaints - Ann Turner is currently on leave and I am trying to "clear the decks" so to speak.

Regards

Code A

Assistant Complaints Manager

Tel: **Code A**
 Fax: **Code A**
 E-mail: **Code A**