

Code AAssistant Complaints Manager

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**
Fareham 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**

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