

Miss S. Windsor,

Code A

MM/LH/YJM

06 September 2000

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Dear Miss Windsor,

Further to my letter of 11th August, 2000 I had hoped to be able to reply in full to your complaint about the care provided for your late mother, Mrs. Norma Windsor, on Sultan Ward.

Unfortunately the holiday period has slowed progress with our investigation. I hope to be able to reply in more detail within the next week or so. Thank you for explaining your concerns to our investigating officer, Mrs. Hutchins, and for your patience with this delay.

Yours sincerely,

Max Millett
Chief Executive

Silent copy to: Mrs. F. Cameron