

Lesley Humphrey - Quality Manager

From: Jan Peach - Service Manager
Sent: 31 August 2000 15:19
To: Lesley Humphrey - Quality Manager
Subject: RE: Windsor complaint

Thankyou Sue is sending today it looks as if there should be sufficient information to compose response. I am on leave from Friday until 25th September, Sue is away until 18th. Fiona will have a copy of the summary and conclusions. Thanks for your assistance Jan.

From: Lesley Humphrey - Quality Manager
To: Jan Peach - Service Manager
Subject: RE: Windsor complaint
Date: 31 August 2000 08:40

probably be OK, Jan, but I'll let you know once I see the summary. So long as we have all the answers and explanations, it's often OK to draft reply before our report is finalised.

Lesley

-----Original Message-----
From: Jan Peach - Service Manager
Sent: 30 August 2000 15:54
To: Lesley Humphrey - Quality Manager
Subject: Windsor complaint

Lesley, this complaint investigation is almost complete. Sue has carried out all the interviews and it is now being typed. Staff will not get their statements back for a few days and collation will then need to take place. Sue has prepared a summary and conclusions which she will send to you tomorrow (Thursday). Would you please confirm that you will be able to respond to Miss Windsor with that level of information. I am aware that the time scale is getting near. Jan