

Miss S Windsor

MM/BM/db

Code A

11 August 2000

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Dear Miss Windsor

Your recent letter has been forwarded to my office in accordance with the Trust's formal complaints policy. I am sorry to hear of your concerns about the care your mother received on Sultan Ward, Gosport War Memorial Hospital in April / May 2000 and I am very sorry to hear she has subsequently died. This must have been a distressing period for you, please accept my condolences.

An investigating officer (Mrs Sue Hutchins) has been appointed to look into the matters you describe in your letter. She will be contacting you shortly. When the investigation has been completed, I shall write to you again, and this should be within four weeks. I enclose a copy of the Trust's complaints leaflet which explains the process and the future options available to you.

Thank you for taking the trouble to write what must have been a difficult letter.

Yours sincerely

Max Millett
Chief Executive