

15 January 2003

Code A

Dear **Code A**

I acknowledge receipt of your request to access the medical records of your late grandmother and return the Certificate of Death and copies of your birth and marriage certificates with thanks.

Your request will now be dealt with as quickly as possible. However, it may take up to 40 days to provide you with the information you request.

If you have any queries in the meantime please do not hesitate to contact me.

Yours sincerely

Code A

Complaints Manager