

Lesley Humphrey-Quality Manage

From: Barbara Robinson-Service Mgr
To: Lesley Humphrey-Quality Manage
Cc: Bill Hooper General Manager; Nicky Pendleton-General Mgr
Subject: RE: Gladys Richards
Date: 07 January 1999 17:19

Thanks Lesley. I have had a chat with Althea and all is well. I am also supporting Jane Barton. Also have liaised closely with Althea and Ian over the Code A complaint. I don't think you need do any more.
Barbara

From: Lesley Humphrey-Quality Manage
To: Barbara Robinson-Service Mgr
Subject: FW: Gladys Richards
Date: 07 January 1999 16:56
Priority: High

Sorry, Barbara, obviously should have been you! Lesley

From: Barbara Melrose - Project Mgr.
To: Lesley Humphrey-Quality Manage
Subject: FW: Gladys Richards
Date: 07 January 1999 14:04
Priority: High

Is this message for me or should it have gone to Barbara R?

From: Lesley Humphrey-Quality Manage
To: Barbara Melrose - Project Mgr.; Bill Hooper General Manager; Nicky Pendleton-General Mgr
Subject: Gladys Richards
Date: 07 January 1999 10:54

Given Barbara's recent memo to Althea in response to her earlier comments as a result of this complaint, is there anything more we need to do on these issues? Althea's comments were originally addressed to me, but best sorted locally and Barbara's memo seems to cover it all. Do I need to write to Althea or do we just let it end there?
Lesley