

Code A

Complaint - Fib Note 28/9/98

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phoned.

She is not happy with some of our response in MR. letter & neither is her sister

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Has she had a copy - Yes  
how? See letter of 25/9/98. (LH. knows)

They would have liked to attend meeting with Barbara Robinson but cannot make suggested date - they will contact us to rebook.

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She took great pains to explain this was a family complaint - not just

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I explained this was fine by us (if they agreed) but they need to speak to us with one voice - it will confuse & confound if they had diverse agendas. made complaint in the driving seat.

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I said it would be helpful if they listed the points they were not happy with before the meeting, to give us a chance to collect any extra info / or check facts again.

It was not an easy conversation - she began by saying she was an old "Noonan" girl - high IQ & tenacious - I would not go away until she was happy all t's & x's & i's!!!

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