

Code A

MM/LH/YJM

08 June 2000

5478

Dear **Code A**

Thank you for writing to me. I was sorry to hear of your concerns about the care provided for your mother, **Code A** on Dryad Ward. It is very helpful that your concerns are listed so clearly.

We will be conducting an investigation and I will write to you in more detail on its completion. We would usually aim to respond in full to complaints within four weeks, but some investigations take longer. I am aware that a number of key members of staff are on holiday over the next few weeks so it is likely to take more than a month in this case. Our investigating officer, Mrs. Sue Frogley, will contact you soon and we will keep you informed of progress.

The enclosed leaflet explains how the NHS complaints procedure works, including future options open to you.

Yours sincerely,

Max Millett
Chief Executive

Copy to: ~~Mrs. S. Frogley~~