

Private and confidential  
Gillian Mackenzie

**Code A**

9 April 2010  
Case ref: 12053

Direct Line: **Code A**

Fax: 020 7242 9579

**Code A**

Dear Mrs Mackenzie

Registered nurses at Gosport War Memorial Hospital

I am writing to acknowledge receipt of your letters dated 25<sup>th</sup> and 29<sup>th</sup> March, received by me today, 9<sup>th</sup> April.

I would like to apologise for and explain the delay in receiving your correspondence. Incoming post is redirected to an off-site facility for scanning and onward forwarding to this office. The delay in this instance was further compounded by both offices being closed during the Easter break.

Your correspondence has now been passed to **Code A** who will be in contact with you in due course. If I can be of further help in the meantime, please do not hesitate to contact me.

Once again, please accept my apologies for the inconvenience caused you.

Yours sincerely

**Code A**