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Addressee Only

Mrs P Ripley

Code A



Case reference: C200702_0462 (please quote if you contact us)

March 26th 2007

Dear Mrs Ripley

Re: Decision from the initial review of your complaint

This letter is to advise you of the outcome of the initial review of your complaint. The case file and the documents you provided have been fully considered. In accordance with our decision making process a senior manager has considered and approved my decision.

Having completed my initial review of your complaint, I have decided that a more detailed review is required and I am passing your file to another case manager for further consideration. This case manager will provide a more detailed examination of the issues that you have raised and may seek additional information in relation to your complaint, which could also include obtaining independent clinical advice.

I would like to explain that we have a significant number of cases awaiting further review. Please be assured, however, that we do take every request for independent review seriously and will be carefully considering the issues you have raised.

Your new case manager will be contacting you in due course but in the meantime if you have any queries please contact our helpline on **Code A**

Yours sincerely

Code A

Sheila Murphy
Case Manager
Initial Review Team – Complaints