

Our Ref: Please Select/HIS001/41

Your Ref:

24 November 2021

&

Dear &

Re: -

Further to my recent correspondence, I can now confirm that I have completed my review of this matter, the details of which are set out below:

Your Complaint

Your complaint related to

Our Original Investigation

In order fully to investigate your complaint, Please Select took the following steps....

Following a full and independent evaluation of all the evidence, Please Select came to the following conclusion:

Our Original Proposed Remedy

Our original proposals to resolve this matter were as follows:

You advised that you were not satisfied with the original proposed remedy, and the matter was therefore escalated to me, for a thorough review. Your reasons for not accepting the proposal were .

My Findings

Having carried out a thorough review of the matter to date, my findings are as follows:

I would like to propose the following remedy in the hopes that we can bring this matter to a satisfactory conclusion.

I would be obliged if you would give some time to consider this letter and to decide whether the proposed remedy meets with your approval.

I look forward to hearing from you further.

Yours sincerely

Please Select
COMPLAINTS HANDLER
PRACCTICE LTD