

Our Ref: Please Select/HIS001/41

Your Ref:

24 November 2021

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Dear &

Re: -

Further to my recent investigation into your complaint and your acceptance of my proposed resolution, I write to advise you that I will now proceed to close your complaint.

I would again like to apologise that you had cause to raise a complaint and hope that you will use us again in the future if the need arises.

Should you have any further issues please do not hesitate to contact me again or the member of staff with conduct of your matter.

Yours sincerely

**Please Select
COMPLAINTS HANDLER
PRACCTICE LTD**