

Our Ref: Please Select/HIS001/41

Your Ref:

24 November 2021

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Dear &

Re: -

Further to your correspondence with my colleague Please Select, I regret to note that you were not satisfied with our earlier proposed remedy of your complaint.

My name is Please Select and I have now taken over this matter and will carry out a thorough review of the details of the original complaint and the earlier decision by Please Select.

I will report back to you within 14 days confirming our final position on your complaint and trust that we will be able to resolve the situation. In the meantime, I enclose a further copy of our Complaints Handling Policy for your convenience.

Yours sincerely

**Please Select
COMPLAINTS HANDLER
PRACCTICE LTD**