

Case ID - 14015052

From: K.Ball@coinweb.lgo.org.uk You moved this message to its current location.

Sent: 20 January 2015 14:47:28

To: daw50nmdj@hotmail.co.uk

20 January 2015

Our ref: 14 015 052 (Please quote our reference when contacting us)

Dear Mr Dawson

I am writing to apologise for the delay in dealing with your complaint. Your complaint has been forwarded for investigation but unfortunately it has not been possible to allocate your case in the timescale originally indicated.

As soon as your complaint has been allocated to an investigator, you will be contacted and provided with contact details.

I am sorry for any inconvenience caused.

Yours sincerely

Karen Ball

Team co-ordinator

LOCAL GOVERNMENT OMBUDSMAN