

Mrs GRO-A

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Bucks.

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30 June 1994

Dear Mrs GRO-A

Thank you for your letter of 2nd May to Virginia Bottomley. As I am sure you will appreciate, Mrs Bottomley receives a great many letters every day and is unfortunately not able to answer each one personally. I have, therefore, been asked to reply and apologise for the delay in doing so.

I was very sorry to learn about your upsetting situation. Please accept my condolences and I fully appreciate that this situation must be extremely distressing for you.

The National Health Service has a formal complaints procedure. It may be used by any patient who is dissatisfied with the treatment they have received. I am sending you some information on the complaints procedure with this letter. I hope you will find it useful if you decide to make a formal complaint.

Yours sincerely

Helen Owen
Corporate Affairs

Enc: Complaints procedure handout, Ombudsman leaflet.