



24 November 2000

**Ms B O'Rawe, Complaints Manager  
Sperrin Lakeland Health and Social Care Trust  
Strathdene House  
Tyrone and Fermanagh Hospital  
OMAGH BT79 0NS**

**Dear Ms O'Rawe**

**My wife and I have carefully considered your proposal to Mr Millar to arrange a meeting to share the Trust's response to our formal complaint submitted on 22 September 2000.**

**We prefer to follow the Complaints Procedure and expect to receive the Trust's formal response prior to any discussion. In doing so we will be able to make a meaningful contribution to any discussion rather than going into a meeting 'cold'.**

**On receipt of your response we will give Mr Millar instructions regarding the setting up of a meeting.**

**Yours sincerely**

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**Neville Crawford**