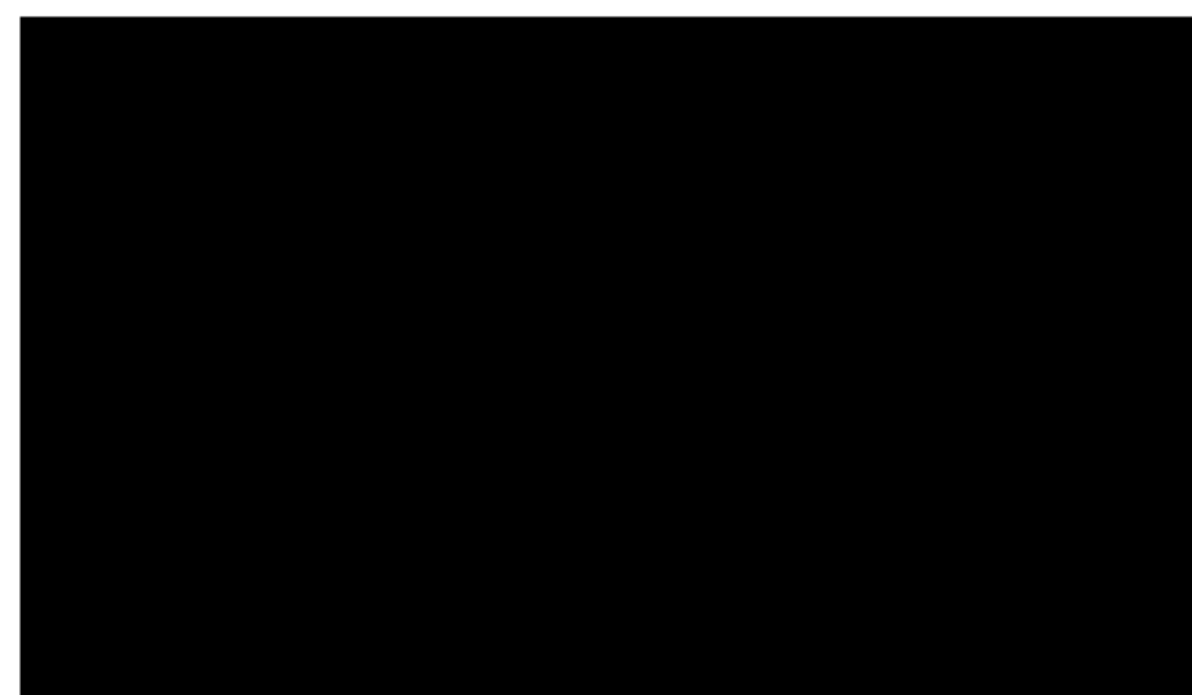




24 November 2000

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

*copy: Mr Fee
Eugene, rec'd this today
is in line with our thoughts
on best way forward. Can
you pull something together
for review. MRS*

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.

*B.
12/12.*

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

N. D. Crawford
Neville Crawford

