

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

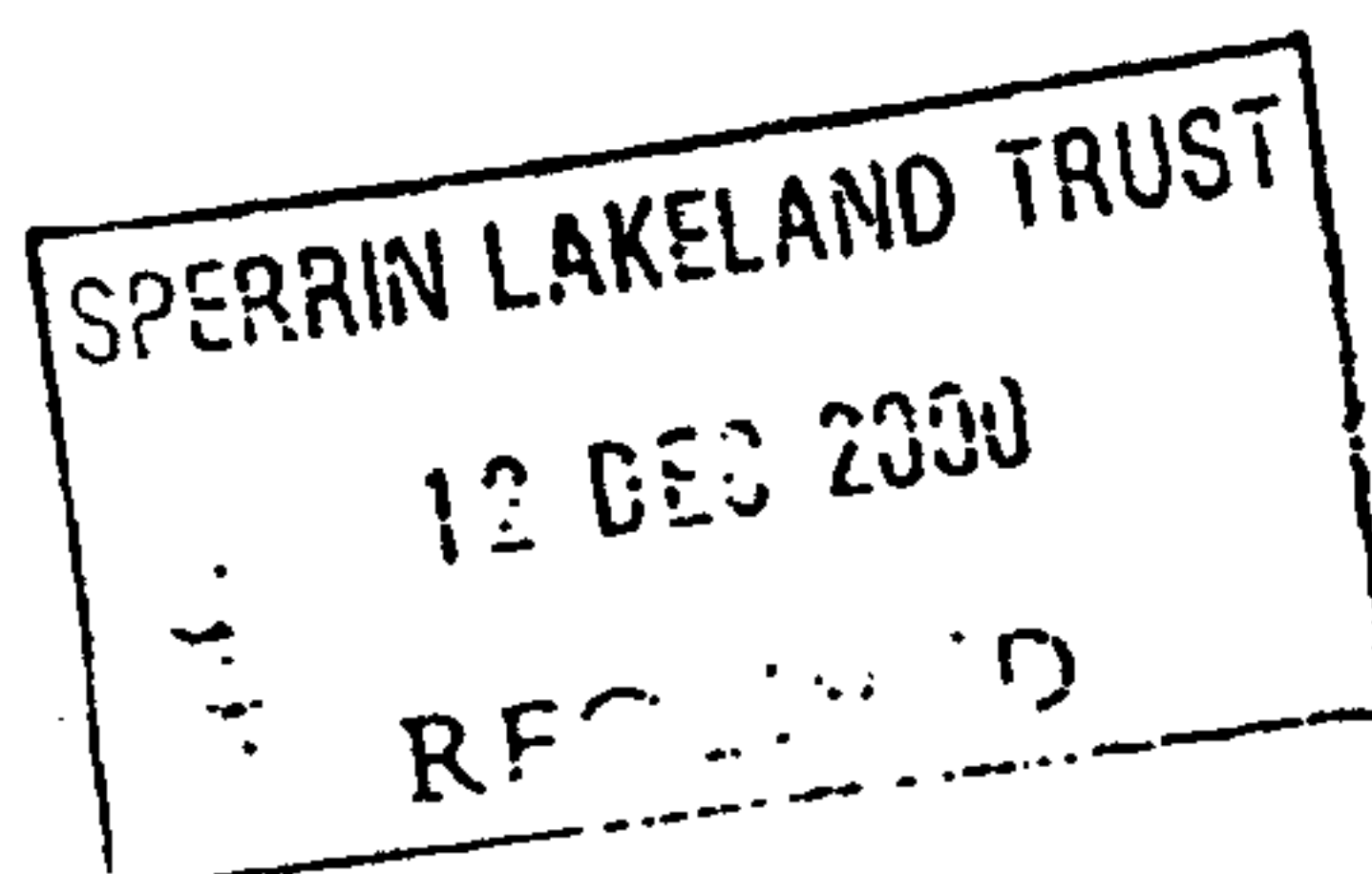
My wife and I have carefully considered your proposal to Mr Millar to arrange a meeting to share the Trust's response to our formal complaint submitted on 22 September 2000.

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

N. N. Crawford  
Neville Crawford



043-127-263

LC-SLT