

Message

**From:** Sophie Bialaszewski [GRO]  
**Sent:** 07/01/2014 14:59:09  
**To:** Ruth X Barker [GRO]; Belinda Crowe [GRO]; David Oliver [GRO]  
[GRO]; Parsons, Andrew [/O=BOND PEARCE/OU=First Administrative  
Group/cn=Recipients/cn=ap6]; Glenda C Hansen [GRO]  
**Subject:** Initial Complaint Review and Mediation Scheme QA SB COMMENTS 06.01.2013.doc  
**Attachments:** Initial Complaint Review and Mediation Scheme QA SB COMMENTS 06.01.2013.doc

Hi All,

Please find attached the draft media Q&A from Ruth with my comments / additions included. It would be good if the five of us could get together to review before we send on to Angela for her input re Business Improvements.

Glenda would it be possible to find a time that works for Belinda early next week?

Thanks

Sophie

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