

Branch Intervention Log

Telephone Contact

Branch Name	CALLENDAR SQUARE	Postcode	FK
Date of Call	15.02.06	FAD CODE	160 868
Person Making the call	Sandra MacKay	Role/Job in P.O.L.	AIM

Issue Raised	<p>020206 – From C&SM –HORIZON</p> <p>Can you make contact when you get back from leave, I sent Shaun an email after our visit highlighting our concerns and requesting a possible swap of the alleged dodgy kit. To date I have had no reply.</p> <p>CALLER - ALAN BROWN - GRO</p> <p>CAN SANDRA MACAY RING THE PO IT IS REGARDING AN ON GOING PROBLEM WITH THE SYSTEM SANDRA KNOWS ABOUT IT</p> <p>15.02.06 – Spoke to Alan Brown, he wanted to let me know that he has had another problem with his system. I asked if he had reported this to the Helpdesk and he said that he had.</p>
Response by SPM	Alan will continue to log a call each time he has a problem. I told him that this would help to build a case for having the alleged faulty kit exchanged.
Resolution agreed on the call	Awaiting response from Shaun Turner – when he does come back to me I will contact Alan to update him.
Any other issues raised or dealt with	
Follow up actions required	