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Mark Underwood | O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=805C109119D343EB8095DAE62DBDC602-MARK UNDERW) 19/02/2016 17:40:10 Sent: To: Jonathan Swift GRO Christopher Knight [ GRO CC: Jane MacLeod [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=97205223bb9d422ea276da01ab788ba4-Jane MacLeo]; Patrick Bourke [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=7ba264a5565445f7ac8ef1d16b512067-Patrick Bou]; Rodric Williams [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=a59054625a3146ffb391c2d83db6a9fd-Rodric Will] Subject: A letter drafted for Tim Parker to send to the Minister, briefing her on the outcome of your enquiry to date Attachments: DRAFT LETTER TO BNR from TP re report- (JM comments v2)19-2-2016.docx

Dear Jonathan,

Please find attached a letter we have drafted for Tim Parker to send to the Minister, briefing her on the outcome of your enquiry to date. It describes the questions addressed in the review work, as well as the high level findings, and it summarises the further work that is being undertaken.

Are you satisfied that it is a fair reflection of the content of your review, findings and recommendations?

Kind Regards

Mark

Mark Underwood Complaint Review and Mediation Scheme

**GRO**