

**Phone Call**

**Incoming Call**

**Number:** C11HDC

Call date: 13/12/2011 11:55

Duration:

Contact name: Mi

Assign To: J F

Status:  To Do  Closed

**Subject:**

Incoming Call

**Summary:**

He would like a brief update on his complaint. He realises that probably nothing much has happened since he received the last letter but he would like an update nonetheless. He would like a call back from A on or

**Edit History:**

Created on: 13/12/2011 11:55:51 a.m. by: J F

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**Phone Call**

**Outgoing Call**

**Number:** C11HDC

Call date: 13/12/2011 14:51

Duration:

Contact name: M.

Assign To: A. L

Status:  To Do  Closed

**Subject:**

Outgoing Call

**Summary:**

Phoned Mr. [redacted] and provided him with an update on his complaint. Advised that he would likely hear from us in January.

**Edit History:**

Created on: 13/12/2011 02:51:19 p.m. by: A. L

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