

03/03/2019 1:58am

Dear Oliver

I don't know for sure whether this is your email address - I'm just guessing it. If it is and you read this message, please take a look at

<http://www.publicshaming.co.uk/2019/03/03/reeds-rains/>.

My preference would have been for this problem to have been resolved without even having to go to the Ombudsman, but unfortunately your team at LSL made that impossible. As it stands, I would still like to resolve the issue without having to take Reeds Rains to court but I'm afraid some of your staff don't seem to be able to grasp the severity of the situation and as such, it looks as though Reeds Rains may end up in court purely from inaction.

If you are at all interested in resolving the problem without court action, then I will look forward to hearing from you.

Kind regards

Gareth