

11/03/2019 10:36am

Dear Mr Jones

Further to our conversation on Wednesday of last week, I would like to let you know what I have done thus far relating to the matter.

I have requested a copy of the Ombudsman ruling and have reviewed the same. I have also asked for the Branch Manager of Congleton to supply some further information, which he has now done. I have looked at the planning application site plan and I have also discussed the matter with my Managing Director.

Upon requesting the Ombudsman ruling from our Customer relations department, I understand that you also emailed them at the same time. So as to avoid confusion by having 2 lines of communication open, I will continue to liaise with them with regards to our stance on the matter. Once finalised they will write to you with an outcome.

Kind Regards

Kevin Beastall

Regional Managing Director