



Customer Relations  
Leicester  
LE87 2BB

Tel:  
0333 202 3104 / 0044 2071167488\*

Mrs Jocelyn Graham  
2 The Hoots  
Wimbish Manor Estate  
Fowlmere Road  
Shepreth Nr Royston  
sg8 6qp

Our reference: CRKJFHJL68

05 August 2022

Dear Mrs Graham

**We're sorry for the delay, we're still looking into your complaint**

When we wrote to you on 28 July 2022, we promised to provide an update by 07 August 2022. Unfortunately, we're still investigating your complaint and we're not yet in a position to share our findings.

Thank you for your continued patience while we conclude our investigation. We'll be in touch again by 27 August 2022.

If you'd like to discuss your complaint, please contact us on the number below.

Yours sincerely

Viktor Meszaros  
Customer Service Representative  
Tel: 0333 202 3104 / 0044 2071167488 (UK-only Freephone number from landlines)

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