

You can contact me on: 0300 061 4076

Our reference: FDN-70200/0036

complaintsaboutphso@ombudsman.org.uk

**In Confidence**  
Ms Ivana Taylor



29 January 2010

Dear Ms Taylor

I write further to my letter of 3 December 2009.

Your complaint is awaiting consideration by the Deputy Chief Executive, Bill Richardson.

We will reply to you substantively as soon as we can. We will send you a further update in 4 weeks if we have been unable to reply by then.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Carolyn Godden". The signature is fluid and cursive, with a long horizontal stroke at the end.

Carolyn Godden  
Business Support Officer to the Review Team



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