

**Subject:** RE: EMAIL FROM SOUTH WEST WATER - CASE 1243345  
**From:** Customer Relations <custrel@southwestwater.co.uk>  
**Date:** 04/04/2016 14:30  
**To:** "'toplaner@goongumpas.com'" <toplaner@goongumpas.com>  
**CC:** "'kath@layte.com'" <kath@layte.com>, "'gavrbellward@gmail.com'" <gavrbellward@gmail.com>

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Customer ref: Case 1243345

4 April 2016

Dear Mr Layte

I am emailing you again further to our previous meeting with you on 4 March 2016; as you are aware the purpose of this meeting was to resolve your ongoing complaint as you felt that Mr Bellward and Mrs Layte were also entitled to compensation. I am sorry that Mrs Layte was not able to attend the meeting however to reach a conclusion both Mr Bellward and Mrs Layte would need to form part of any further discussions.

To enable us to conclude this matter I would be grateful if you could provide some further dates which will be convenient with Mr Bellward, Mrs Layte and yourself. I understand that you do not feel able to meet with Mike Shannon again however due to his ongoing involvement, Mike will be attending and accompanied by his manager, Tracy Symons.

I look forward to receiving details of everyone's availability and I have also updated Sarah Newton's office following a further contact that we received from Sarah on 13 March 2016.

Yours sincerely

*Chris Broxton*

Chris Broxton  
Customer Manager

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