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Mr Graham Milne ACA  
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30 December 2002

Dear Mr Milne

In the absence of Andrew Gunn, Mr Ellwood has asked me to reply to your further facsimile dated 23 December.

I was sorry to learn of your dissatisfaction following receipt of Andrew's letter to you dated 17 December. I would however, like to assure you that you will be given a fair hearing to present your case. As indicated by Andrew, the most appropriate department is addressing the issues to which you refer and Mr Ellwood is unable to become personally involved.

I have taken the liberty of copying your correspondence to Mr Norman Mitchinson, Director of Group Human Resources, so that he may be made aware of your comments.

Whilst I recognise that this is not the response that you were seeking, I would like to thank you for giving me the opportunity to clarify our position.

Yours sincerely

John Roberts  
Group Chief Executive's Office