



Editorial Complaints Unit

1 April 2005

Mr Michael Wigley
11 Saxholm Way
Southampton
SO16 7HB

Dear Mr Wigley,

Thank you for your letter of 8 March. As the person in the Programme Complaints Unit (now Editorial Complaints Unit) who has been asked to investigate your complaint, let me now apologise both for the delay in getting a response to you and for my failure to acknowledge or respond to your most recent letter. Since it arrived I have been away from the office. Previously, the matter was caught up in a backlog of work which had come about as the result of a combination of circumstances. However, I have now had an opportunity to review the material about which you complained and will have our draft response into our editorial system by close of play on Monday 4 April. A letter from Fraser Steel, setting out his finding should then be with you shortly thereafter.

Again, apologies for these delays and thank you for your patience.

Yours sincerely,

pp- 
Ian Macrae
Adviser
Editorial Complaints Unit
IM/SJ/12339



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