

From: [REDACTED]
To: [Dcop_Regulatory_Support_Team](#)
Cc: [REDACTED]
Subject: FAO: Helen Lindsay
Date: Thursday 7 May 2020 19:17:03

I would be grateful if you could forward the attached to Regional Manager Helen Lindsay

Many Thanks

[REDACTED]

[REDACTED]

[REDACTED]

High Park
Gracepark Road
Drumcondra
Dublin 9
Tel: 01 8711101

[REDACTED]

From: [REDACTED]
Sent: Thursday 7 May 2020 19:12
To: [REDACTED]
Subject: Complaint Response

Good Evening [REDACTED]

I hope that you are well.

Please find attached the response to your complaint as discussed over the phone earlier today.

I have also attached 2 additional letters that would have been sent [REDACTED] in the last few weeks.

I hope this provides some clarity and a clear plan moving forward. Please do not hesitate to contact me if you have any further concerns.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

High Park
Gracepark Road
Drumcondra
Dublin 9

Tel: 01 8711101



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