

Countrywide
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AgencyPro Ref: 1116-100323-Denton

Mr Richard Denton
4 Barn Croft Drive
Lower Earley
Reading
RG6 3WE

26 October 2010

Dear Mr Denton

As a member of The Property Ombudsman redress scheme, we have in place a formal procedure for the proper investigation of complaints. In order to ensure that your complaint is dealt with through the proper channels and in accordance with the redress scheme, your complaint has been forwarded to the Managing Director, Shaun Manzi, of Countrywide Southern at First Floor The Square, Bishops Waltham, Southampton, SO32 1GG.

Shaun Manzi will be in contact with you shortly to follow up on your complaint.

Yours sincerely

A handwritten signature in black ink, appearing to read "Peter Speak", is written over a faint, light-colored signature line.

Peter Speak
TPO Liaison Office

cc Shaun Manzi