

Date: 31 May 2011 09:05:14 GMT+01:00

Dear Mr Alderson

Thank you for your email. Please accept my apologies for the delay in responding, I was not in the office when your email was received.

I understand that Mr Burnett has raised concerns about certain elements of the investigation and that you had requested that the case be delayed until such a time that these issues are resolved.

Whilst we are willing to hold off on sending the case to Council until such a time that you have received a response to your complaint, I am unable to give an assurance that the case will be held until all of your concerns have been resolved (it may be the case that you are never going to agree with the ASA's position on some points). I will write to you again once you have received a response to your letter of concern and a new date will be set for any responses or submissions at that time.

Kind regards

Janet Newel