



Mr Howard Lamb  
The Surgery  
48 Marsh Road  
Pinner  
Middlesex  
HA5 5NQ

14 December 2017

Dear Mr Lamb,

Further to your letter dated 8<sup>th</sup> December 2017, I am writing, as requested, to provide you with information about the GCC's complaints processes.

I enclose with this letter a copy of the information on our website about how to make a complaint about the GCC. As you will see, if you wish to make a complaint about a member of GCC staff other than myself, you should send your complaint to me, at the email address shown. If you wish to make a complaint about me or about a GCC Council Member other than the current Chair of Council (Mary Chapman) then please address it to the Chair of Council. She can be reached via the office address or by an email sent to: [Chair@gcc-uk.org](mailto:Chair@gcc-uk.org).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'R. Hayles', with a small flourish at the end.

Rosalyn Hayles  
Chief Executive & Registrar, GCC