

DEPARTMENT of Environment & Regeneration
Director – Chris Lee



Your ref:
Our ref: **ER13S1108**

London Borough of Merton
Merton Civic Centre
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Morden, Surrey SM4 5DX
DX 41650 Morden

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Email: ashley.heller@merton.gov.uk

25th July 2013

Dear Resident

Re: Your recent complaint

I am writing following my letter of 23rd July 2013, which responded to your complaint about the Mitcham town centre regeneration project and its consultation processes.

I now realise that there were a number of grammatical and spelling errors in that letter and I would like to apologise to you for that.

Despite this, I do hope that my response was of assistance however if you are not satisfied then you may request that this matter is considered under stage two of the council's formal complaints procedure by writing to the Complaints Team at complaints@merton.gov.uk within 25 days of the date of this email explaining your reasons for doing so and your expected outcomes.

Yours sincerely

A rectangular box containing a handwritten signature in blue ink. The signature appears to read 'Ashley Heller'.

Ashley Heller

Project Manager

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