

Mr B.L Sewell  
80, Lyndhurst Road  
Hillingdon  
Middlesex  
UB10 9EE

September 10th 1996

Dear Mr Sewell,

Further to your letter raising concerns about the standards of service you have received from West London TEC, I am writing to confirm the outcome of my enquiries.

Firstly, I would like to apologise for our inability to supply you with copies of the paperwork that you request. I understand that the forms were sent to you some time ago, and unfortunately you did not receive them. An administrative error here resulted in no copy being taken for our records. Jeff has advised you of this, and I'm afraid that there is nothing we can do to secure the originals for you.

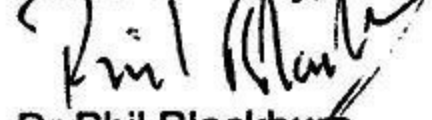
Apart from this, however, I can find no evidence that would suggest you received anything but the highest level of customer service from Jeff Taylor and John Murray.

I am concerned that you twice make references to sums of money you claim you were promised over and above the £1500 standard start-up grant that was offered to you to use as felt most useful and appropriate. I would point out that the application form you completed for this funding has the maximum amount of £1500 clearly stated on it, and not an increased amount as you claimed to have seen. With reference to the money you say you were promised for the NVQ level 4, the ISO 9000 training, the D32/33, we have no records of this. In order to proceed any further with this allegation, I need written evidence from you that can confirm your claim.

The claims you make of John Murray "feathering his nest" at TDA are highly dangerous, particularly as TDA or John Murray has neither received nor sought fees for the mentoring role that John offered to you on leaving the TEC. This offer in itself I consider to be extremely generous.

It is unfortunate that this situation has arisen, and I am happy to continue to look into this matter, only if you can provide me with evidence that indicates that my staff have made offers of money to you that they have then deliberately failed to deliver.

Yours sincerely,

  
Dr Phil Blackburn  
Chief Executive