[redacted]

[redacted]

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funeral arrangements regarding D[redacted] and Skype

1 message

Chris . <chris[redacted]> 11 April 2020 at 19:32
To: Priory Complaints <PrioryComplaints@priorygroup.com>, David Watts <DavidWatts@priorygroup.com>, David Parkes <DavidParkes@priorygroup.com>, S[redacted] K[redacted] <S[redacted] K[redacted]@priorygroup.com>, P[redacted] B[redacted] <P[redacted]@duncanlewis.com>, Craegmoor Enquiries <craegmoorenquiries@priorygroup.com>, [redacted]@hotmail.com, [redacted]@worc.ac.uk

Dear Sir/Madam,

You have distressingly continued to deny me of contact with my brother via Skype, and have not attempted to contact me, contrary to Mr K[redacted]s claim of 9th April 2020; which I request Skype logs for the alleged calls are provided to me within the next 30 days.

Due to the aforementioned, I reluctantly leave arrangements for my brother to be informed of our mother's death by my estranged sisters, who I understand you contact.
Said siblings should also make arrangements for my brother to be dropped off to attend the funeral of our mother and picked up afterwards.
As there are restrictions on numbers, and this is a private funeral service, your staff will not be permitted to attend; however, my estranged sisters are capable of supporting Duane.

Further, I repeat, I insist on clarification of the following as previously asked:

a. What are the connectivity issues?
b. The date such will be rectified and service restored?
c. Why you claim Skype has not been used to contact my brother, yet claim in the following communication it was?

Additionally, I insist on knowing why you caused my brother agitation when using Skype; a VOIP tool he was familiar with and enjoyed using?

Sincerely

Chris Bury