

**From:** Katie.J.Heath@met.pnn.police.uk on behalf of  
LXMailbox-ProfessionalStandardsUnit@met.pnn.police.uk  
**Sent:** 05 April 2016 07:03  
**To:** lorraine32@blueyonder.co.uk  
**Cc:** LXMailbox-ProfessionalStandardsUnit@met.pnn.police.uk  
**Subject:** RE: \*\*\*Your Complaint - PC / 6804 / 13\*\*\*  
Good Morning Lorraine

Apologies for the inconvenience. Sometimes our WebMarshall picks up on swear words within a document or any other inappropriate language.

If you have tried PDF and that didn't work the only other thing I can suggest is printing off the document and scanning it, then email it - this seems to work when I have suffered the same issue.

If you have access to a Fax machine you could try that - our number is 0208 649 2125

Kind Regards

Katie

Lambeth Professional Standards Unit

**Civil Actions, Complaints and Praise**

PC Katie Heath 301LX

Professional Standards Unit, 3rd Floor,  
Brixton Police Station, 367 Brixton Road, London, SW9 7DD

Restricted

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 04 April 2016 11:02  
**To:** LX Mailbox - Professional Standards Unit; Heath Katie J - LX  
**Subject:** RE: \*\*\*Your Complaint - PC / 6804 / 13\*\*\*

Dear Katie

I have been trying to send the letter over to you since the 01/04/2016 and i am getting emails back that the email has been blocked. The emails are coming from JBHmailmarshal@met.police.uk and mailmarshal@met.police.uk i am not sure if it is due to the attached letter i am putting in the email. Is there an email address i can send an email with an attachment. or will i need to just copy the letter into the email. I have tried word format and also PDF format in the emails.

Regards

Lorraine Cordell

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 04 April 2016 10:44  
**To:** 'Katie.J.Heath@met.pnn.police.uk'  
**Subject:** FW: \*\*\*Your Complaint - PC / 6804 / 13\*\*\*