

From: [LondonVRRandcomplaints](#)
To: [Lorraine Cordell](#)
Subject: Thank you for your email
Date: 11 February 2015 12:00:48

Dear Recipient,

Thank you for your email to CPS London.

If your e-mail concerns a request for review under the Victims' Right to Review scheme

This is a formal acknowledgment that we have received your request. We will provide a response within 10 working days and, in the meantime, we will contact you if there is anything we need to clarify or if we need any additional information.

If your email is a complaint against the CPS

This is a formal acknowledgement that your complaint has been received. We will provide a full response to your complaint within 20 working days. If we are unable to respond within this timescale we will contact you to advise when a response will be received. We will contact you either by email or phone if there is anything we need to clarify or if we need any additional information.

If your email provides positive or negative feedback

This is a formal acknowledgement that we have received your positive or negative feedback, and a reply may be given where required. All feedback received is logged and analysed in order to identify service improvements. The CPS is committed to delivering excellent service standards and will utilise public feedback to identify and develop good practice.

We thank you for taking the time to write to us.

Please find below a link to the Feedback and Complaints Guidance:

http://www.cps.gov.uk/contact/feedback_and_complaints/complaints_guidance_english.pdf

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This e-mail is private and is intended only for the addressee and any copy recipients. If you are not an intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy.

Activity and use of CPS Connect systems, the Government Secure Intranet, and the Criminal Justice Extranet is monitored to secure their effective operation and for other lawful business purposes. Communications using these systems will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.
