

*From the Deputy Director*

02 December 2003

Paul Fawcett  
Head of Communications  
Victim Support  
Cranmer House  
39 Brixton Road  
London  
SW9 6DZ

Dear Paul

Thank you very much for your letter of 29<sup>th</sup> October, which actually only reached me last week.

The literature that you enclosed is most interesting and William and I shall look at it in more detail for inspiration about how we can improve our service to victims of crime. One or two ideas emerged during the meeting that we are certainly keen to take forward – including a piece for the magazine. Perhaps we could get something to you in draft in the New Year? It is rather busy here at the moment as the Director has announced that he is leaving the company at the end of the year, which means that I shall be taking over as Acting Director from January. I fear that this means that we will not be able to get something to you until then.

I have also sent a copy of your letter to Tonia Milton, who is responsible for our website management. She will be able to create a link to your website as we discussed.

It will be important for us to keep in touch. As I said at our meeting, many of the complaints that we get come from victims of crime or their relatives, and we are committed to ensuring that we are as accessible as possible to such people.

With kind regards.

Yours sincerely



Tim Toulmin