

Alan Watt

29 Gordon Place
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05/12/2023

Dear Sir or Madam

Following on from my previous letter I am disappointed that we have been unable to reach an agreeable resolution to this situation.

I am now in the process of collating all evidence relating to this situation and I am considering my next steps within the legal system.

I would like to offer you one final opportunity to consider my previous correspondence and requests before I pursue this further.

To confirm, my preferred outcome in this situation would be a refund.

I ask that you respond to this letter within 14 days, otherwise I will begin to commence legal proceedings via the court procedures of Scotland to resolve this matter.

Regards

Alan Watt