Transcription

- A complaint. Resolve issues raised by customers and monitor the quality of our services.

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Hello. Hello. Yes. I'll try to get through at the number by. You've got a pen ready? Yes. Thank you. Oh, Jack. Yep 373 003 and do you know who's in charge of that department by chance thank you - Yeah. Right, the lady's called Kay Osborne. Kay Osborne. Yeah, let me just get her. I've already got her details. I've got her details. And is it true that Sally McTheron is also involved? And there was another gentleman as well. It doesn't matter anyway. Well, thank you for your time, madam. I hope you have a good day. Okay, you as well. Thanks a lot, then. Okay, bye-bye.