

Hi [redacted]

[redacted] has asked me to forward this email to you. It was circulated recently to editorial by [redacted] on behalf of [redacted] and [redacted] thinks it should be added to the Directives.

Kind regards,

[redacted]

**From:** [redacted]  
**Sent:** 27 July 2011 11:20  
**To:** [redacted]  
**Cc:** [redacted]  
**Subject:** Email from [redacted] re: complaints

Dear Colleague,

Recent legal cases - including one that has cost the company a considerable amount of money - have highlighted the need to respond promptly and correctly to a complaint, however small, trivial or unworthy you may judge it to be. If you receive any complaint about your work for Telegraph Media Group, please ensure it is immediately forwarded or brought to the attention of your section editor and [redacted] legal team at [redacted]

Thank you.

[redacted]

[redacted]  
Assistant Managing Editor  
Telegraph Media Group  
111 Buckingham Palace Road  
London  
SW1W 0DT

[redacted]

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