

Final comment from Sunny Y Sun

Dear Professor Wakeford,

Many thanks for your email. The whole complaint procedures in any organisation were designed to 'break' the people who went through it, especially in mental terms. By the time it reached the end, the only wish would be to get an easy solution and run miles away from it. I've spent too long on the complaint (since Nov 2005) and both me and my husband suffered too much. We already reached the point that we both would like to call it an end, somehow.