

Letter layout

Scottish Skyways Limited

Henry Hall
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Scotland

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Internet: www.sskyways.com

9 August 2005

Our ref.: CC/PR432
Your ref.: BH/13198

Ms B Henry
68 Henley Lane
Manchester
M30 8FT
England

Dear Ms Henry

Your complaint about Scottish Skyways flight SO876, 29 July 2005

↑ Thank you for your letter of 2 August regarding your recent experience with Scottish Skyways.

I was very sorry to learn of the problems encountered and would like to apologize for the inconvenience caused. Your complaint has been passed on to our departmental manager.

We hope that you will nevertheless continue to travel with Scottish Skyways in the future. I have enclosed our latest timetable for your information.

Yours sincerely

pp Elizabeth Taylor

Paul Bloom
Customer Relations Manager

cc Caroline Hurd, Departmental Manager, Europe

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