



Ref: Cleartone Communications Complaints Code of Practice

16 July 2009

Andy Durkan
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Dear Andy

Cleartone Communications Complaints Code of Practice

We have assessed Cleartone Communications' Code of Practice, and I am pleased to inform you that it currently meets the obligations under the General Conditions. You may now proceed with its publication and dissemination.

You should review the Code of Practice whenever a significant change has taken place. We recommend that when this happens you re-submit it to Ofcom for the approval of your procedures in it.

Ofcom is likely to conduct a review of the codes to ensure that there is compliance with the commitments that have been made.

Should you wish to discuss matters further, please contact Alastair Hogg on 020 7783 4483 or at alastair.hogg@ofcom.org.uk.

Yours sincerely

A handwritten signature in black ink, appearing to read "Claudio Pollack".

Claudio Pollack