

**03/07/2009**

From <[HLG@yellgroup.com](mailto:HLG@yellgroup.com)>  
To Fergus Macdonald  
Subject RE: Yell Advertising

Our Ref : 15767630  
Date : 3rd July 2009

Dear Mr Macdonald

Thank you for your email of 29th June 2009.

I am writing to advise that, regrettably, our response to your concerns is taking longer than initially anticipated. We will, of course, contact you as soon as we are in a position to respond to you.

Thank you for your patience in this matter.

Yours sincerely

Sara Braid  
CEO's Customer Mediation Team  
Tel : 0800 0284924  
Fax : 0118 9584709  
E-Mail : [HLG@yellgroup.com](mailto:HLG@yellgroup.com)

**06/07/2009**

To [HLG@yellgroup.com](mailto:HLG@yellgroup.com)  
From Fergus Macdonald  
Subject Re: Yell advertising

Hi there,

Can you let me know when you expect to get a response on these issues, and in the mean time let me know who the ombudsman who regulates your industry is.

Regards,  
Fergus

**07/07/2009**

To Fergus Macdonald  
From <[HLG@yellgroup.com](mailto:HLG@yellgroup.com)>  
Subject Re: Yell advertising

Dear Mr Macdonald

We hope to provide a full response to your concerns by the end of this week.

Yell is not regulated by any one organisation. However, as a publisher of classified advertising it has to comply, where appropriate, with regulations issued by a number of bodies which include the Office of Fair Trading, Trading Standards and the Advertising Standards Authority.

Yours sincerely

Debbie Dobson

**07/07/2009**

To <[HLG@yellgroup.com](mailto:HLG@yellgroup.com)>  
From Fergus Macdonald  
Subject Re: Yell advertising

Hi Debbie,

Thanks for your reply, and I await a full reply to my letter this week.

Regards,  
Fergus

**15/07/2009**

To Fergus Macdonald  
From <[HLG@yellgroup.com](mailto:HLG@yellgroup.com)>  
Subject Re: Unregistered Advert

Dear Mr Macdonald,

I am writing further to our email of 7th July 2009 which indicated that you would receive a response by the end of that week.

I would like to confirm that Debbie Hayward has been liaising with many of the Senior Managers involved in this area and she is currently awaiting a response from one of the Managers involved. We hope to have a response to you in the next few days.

Please accept my apologies for any inconvenience this may cause you.

Yours sincerely

Jane Cox

**16/07/2009**

To <[HLG@yellgroup.com](mailto:HLG@yellgroup.com)>  
From Fergus Macdonald  
Subject Re: Unregistered Advert

Hi Jane,

I would love to write to ask whether you think 4 weeks is a suitable time to reply to a letter asking straightforward questions, however, I fear that I may not live long enough to read the reply!

My original letter was dated 22nd June 2009 and as yet I have not received a reply.

Regards,  
Fergus