

Dear Mr,

Thank you for your email. Maybe now you can understand why I felt like I was hitting my head against a brick wall trying to get a response from AJM. They refuse to take this situation seriously, take any kind of responsibility, or acknowledge there is even an issue but that is for you to deal with, not me.

As much as it makes for great comedic reading, reading AJM's responses, my claim by law is with the NHS Wheelchair Service. My contract of service is with them, not AJM.

Users of the wheelchair service have no say whatsoever in who the W.S/NHS contact their work out to, therefore any claims must be dealt with and resolved by yourselves. If you then wish to reclaim any losses, then that is for you (NHS) to litigate against AJM.

As you have shared the responses to you from AJM, I have one or two points I would like to raise:

1. In X's response to you dated: 18th March 2020 he says: ***“Just to add that this situation at investigation did involve the National Operations Manager for the company and was taken seriously and fully investigated”***. If the “National Operations Manager” was actually present, where are their report/findings? Will this be supplied to yourself?? If not, will it be requested? **Either way, I would like a copy of this report/their findings.**

I am struggling to understand how truthful X's statement actually is! The original set of batteries were disposed of immediately after my engineer returned them to the depot (to which Mr Y denied acknowledgement of knowing about these batteries until at the point I contacted him) – Email from Mr Y to me dated 8th August 2019 –

Hi Caroline

Engineer has not reported this back to us here so this is the first I have heard about it, I will investigate with Engineer when he returns to the depot. I have also sent the pictures attached across to our battery supplier so they can advise us how this could happen.

I will update you further tomorrow.

Yet, at a later date confirmed the batteries had been disposed of and obviously no investigation performed as he was unable to provide any documentation on request!! Email to me dated 10th September 2019:

*Have the faulty batteries been inspected since being returned to AJM, to find out the cause of the leakage? If so, what were your findings, please supply this report. **The batteries have been scrapped which is the normal procedure.***

That in itself proves no investigation could have taken place.

2. In X's response dated 18th March 2020, he said this: ***The hope is that we have all of the investigation notes that we can send on for you to look at so you are fully in the picture.***

What paperwork does X hope to produce? It is more than obvious no investigations of any kind could have taken place by AJM, Mr Y has already confirmed this. Then, when the W.S went to investigate the 2nd set of leaking batteries, AJM gave them the wrong batteries!!

So, 1st set of batteries disposed of immediately, confirmed by Mr Y, 2nd set of batteries....Only AJM knows what happened to them!! What astounds me is the fact the W.S didn't even notice or confirm if the batteries were mine, AJM were presumably just taken at their word!!! So yet again, the question remains, what investigations could have actually taken place?? Incompetence at its all time best by all parties involved!!

When I approached AJM for paperwork to support their responses/investigations etc, they were unable to supply anything to me, so now miraculously this paperwork is going to present itself?? Hmm I wonder where/how this paperwork will magically materialise from? That is if it materialises at all, seems doubtful with how AJM have so far behaved!!! **Please forward copies of any paperwork you may receive from AJM to me.**

Also in this response, X says: *The batteries that were in the chair had been in for over a year before they failed and were out of warranty period.* Correction.....I reported the fault a week outside the warranty period, this DOES NOT confirm the FAULT was outside the warranty period, please, let me explain:

Second set of batteries installed into my chair, 9th July 2019. These replaced my 1st set of batteries that had leaked and has caused £4000 damage to my floors. Four months later (28th November 2019) after these batteries had been installed; we, Mr Y and I find liquid forming on the top of these new batteries. This is four months after being installed, at the rate the liquid seemed to be forming; it stands to reason the leakage found on my original set of batteries had to have been happening long before any damage was caused to my floors, BEFORE the warranty date!! Something you would expect a professional, long standing repair company to ascertain!!

I believe they know full well these batteries were faulty and sub standard and are now trying to cover it up! The W.S seem to have taken a back seat throughout this whole situation by ignoring these grave findings by failing to investigate my complaint fully, or take any kind of action, hence why I am now where I am making this complaint to you!!

3. As you stated in your email to X 16th April 2020, we are now (one month) past your original date for your liability response. AJM have no intentions of responding to you in a timely manner, if even at all! They will drag this out for as long as they can, in the hope I will just "give up". (This is not something I know how to do and more importantly, I have nothing to lose but everything to gain).

So far, all investigations into my complaint (present company excluded as you are still investigating) have been sub-standard to non-existent, to say the least. Why else do I keep finding new evidence regarding incompetence, negligence, cover-up behaviour, criminal behaviour, missed opportunities and heavens know what else.

Any reasonable, professional company would have supplied an in-depth reply to my claim and the serious faults found on their batteries by now but alas, no such decorum from AJM.

We are NINE months since the date of the fault being reported, Seven months since submitting my original complaint. AJM incontestably are dragging their feet in the hope this will all go away. I can assure you, it won't!!!!

One must ascertain from this that the lack of involvement and investigation by the W.S, AJM's repeated failure to respond with any kind of paperwork or proof of investigations etc. should prove that neither entities can contest my claim, if either parties were indeed able to prove investigations had been performed, correct batteries inspected, documentation sent to outside entities etc. They would have produced this already and be done with the situation. Would you not agree??

Wheelchair Service, AJM “saying” they are not responsible is futile when this can’t be backed up with any sort of proof. I have made statement after statement, allegation after allegation throughout this whole atrocious farce, all of which have been backed up with proof. **This alone should speak volumes!** (I know for a fact, it does in a court of law). Please, again explain why you need more time???

W.S/AJM has been given a multitude of opportunities to PROVE they are not responsible in any way. They continue to fail to supply this proof, therefore, in light of this, as you have been unable to get this information from either party, you must make your formal reply in favour of the claimant (me), then litigate any losses against W.S/AJM if and how you deem fit.

I will not be patient much longer; I want, no, I NEED this matter resolved!! As I have mentioned previously, my health and mental health is suffering due to the stress of it all.

Yours sincerely