



THE NAIROBI HOSPITAL

Our Ref: TNH/ADMIN/CEO/04/07/2013

04 July 2013

Ms. Edith Omolo
Email: omolo.edith@yahoo.com

Dear Ms. Omolo,

RE: MISTREATMENT OF PATIENTS AT CASUALTY SECTION OF THE NAIROBI HOSPITAL

Warm greetings!

We spoke on telephone on the above complaint. I once again want to thank you for bringing up the same to my attention. The failure to meet our clients' expectations is highly regretted and we offer our apology.

As agreed, we shall investigate and address the concerns and the lapses that were experienced by our client and let you know as soon as possible.

Let me reiterate that this Institution will not condone any service failure that can be construed to be an abuse of our clients' rights and it is always our desire to meet and exceed client expectations.

Yours sincerely,
FOR: THE NAIROBI HOSPITAL


Dr Cleopa K. Mailu, EBS
CHIEF EXECUTIVE OFFICER

cc: Ms. Margaret Obondo
Program Officer
Consumers Federation of Kenya (COFEK)
Meky Place, Block F-45
Ngong Road/Ring Road Kilimani Junction
P. O. Box 2733-00200
NAIROBI