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Mr Kevin Arrowsmith



March 25<sup>th</sup> 2009

Our ref:

*Dear Mr Arrowsmith,*

Following our telephone conversation last week I have now had the opportunity to talk to staff at FMB and TrustMark about the handling of the complaints you have made.

As a member of the TrustMark Board I am satisfied that NICEIC and TrustMark both followed the correct procedures in dealing with your complaint. I believe that this is set out in the letter to you from Ray Ferris of TrustMark dated January 6th 2009. If you have further concerns, the correct procedure is to raise those with BERR as the sponsoring Governing department. I understand you have done this through your Member of Parliament but I am unclear whether or not BERR has concluded any enquiries.

As far as the actions of FMB are concerned, I have already told you that a mistake was made in deleting the wrong Keystone Construction from our membership list last month but this has now been corrected. Beyond this I am unsure what else you feel that FMB could do. I cannot see any benefit in us meeting as you suggested in your letter to Ron Storer.

Yours sincerely

**DIRECTOR GENERAL**

Direct dial:  
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