

**Private and Confidential**

By Email: [pemburychair@gmail.com](mailto:pemburychair@gmail.com)

FAO: Dr E Houghton  
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The London Fire Commissioner is the  
fire and rescue authority for London

Date: 20<sup>th</sup> November 2024  
Our Ref C/14546

Dear Dr Houghton

**Complaint Regarding: Time taken to receive fire report.**

I refer to your complaint of 12 November 2024 and can confirm that this has now been investigated.

Firstly, we would like to express our sympathies with the traumatic circumstances you and your fellow occupiers have endured as a result of a significant fire. We do appreciate how devastating the impact of fire can be and are aware that delays in investigation findings can further contribute to the distress.

There are various factors that can influence our ability to conclude our fire investigations and impact on our publishing of the final fire report. In this case, the matter was initially under the primacy of the Metropolitan Police Service. This is not uncommon and can significantly impact on our ability to complete our findings. A further complication was the involvement of other agencies. We were obliged to wait for release of evidence samples to be scientifically examined by independent experts. The examination is also to be arranged at a mutually convenient time in agreement with the insurer. We are currently waiting to hear when this date will be.

The various aspects of multi-agency involvement has created unavoidable delays in our being able to produce our final report. As soon as we have the examination results, we will then be able to complete our full fire report. This will be released to principal management before being uploaded to our systems along with the final conclusions. It will then be made available to yourselves.

At this time we are not able to provide you with a date as to when you can expect the report, as there are various factors that may still impact upon that. We appreciate that you need the information to move forward, and that it will be frustrating to hear that it is not a simple or straightforward matter to make the information available to you. We hope that you will understand and recognise that we will do our best to provide the information as soon as we are able and ask for your continued forbearance.

Data Protection Act 2018: The information you have given will be processed by the LFC for the purposes of fire service administration. For information on how we use the information you have provided to the LFC, please read our privacy notice published on our website <https://www.london-fire.gov.uk/about-us/transparency/privacy/>

Further information about your information rights is available from the Information Commissioners Office on their website at [www.ico.org.uk](http://www.ico.org.uk), or by writing to them at Wycliffe House, Water Lane, Wilmslow, Cheshire.

The London Fire Brigade wishes to provide the best possible service to the public. We aim to set and achieve high standards and to learn and improve continuously. Your comments are valuable to us and we appreciate the time you have taken to contact us.

If you remain unsatisfied with this reply, please contact the sender of this letter who will arrange for a review to be undertaken at Stage 2 of our complaint's procedure.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chris Lloyd-Williams', with a long horizontal flourish extending to the right.

**Christopher Lloyd-Williams**

Reply to: Christopher Lloyd-Williams

Email: [chris.lloydwilliams@london-fire.gov.uk](mailto:chris.lloydwilliams@london-fire.gov.uk)