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Ms Loukia Pavlidou  
CYTA UK Ltd

Claudio Pollack  
Director of Consumer Policy

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Dear Ms Pavlidou

**CYTA UK Ltd's complaints Code of Practice**

We have assessed CYTA's Code of Practice, and I am pleased to inform you that it currently meets the obligations under the General Conditions. You may now proceed with its publication and dissemination.

You should review the Code of Practice whenever a significant change has taken place. We recommend that when this happens you re-submit it to Ofcom for the approval of your procedures in it.

Ofcom is likely to conduct a review of the codes to ensure that there is compliance with the commitments that have been made.

Should you wish to discuss matters further, please contact Dave Parsons on 020 7981 3857 or at [dave.parsons@ofcom.org.uk](mailto:dave.parsons@ofcom.org.uk).

Yours sincerely



Claudio Pollack