



15 April 2024

Wiltshire & Swindon Coroner's Court
26 Endless Street
Salisbury, Wiltshire
SP1 1DP

Attention: David Ridley – HM Senior Coroner for Wiltshire & Swindon

[REDACTED]

Private and Confidential

RE: Regulation 28 Report to Prevent Future Deaths (Reference: DR.DT.19656316)

Dear Sir/Madam

We refer to the Regulation 28 Report to Prevent Future Deaths (“**Report**”) dated 26 February 2024 (received 28 February 2024). The Report references two books available on Amazon.co.uk: [REDACTED]

[REDACTED]

[REDACTED] (together, the “**Books**” and each a “**Book**”).

We offer our deepest sympathies to the family and friends of Mrs Cooper.

We have carefully considered the contents of the Report. As a bookseller, we believe that providing access to written speech and a variety of viewpoints is important, including books that some may find objectionable. We have content guidelines governing which books can be listed for sale and promptly investigate when a concern is raised. We have reviewed each Book against our content guidelines, taking account of your comments, and have decided not to remove either of them from sale.

We recognise that there are heavily debated titles in our store and different views on where to draw the line protecting freedom of expression. We carefully consider the types of content we make available and think broad guidelines to protect freedom of expression, including controversial content, serve readers better than censorship. We strive to offer a broad selection for customers, even if we don't agree with the message or sentiment of the book itself.

At the same time, we are committed to taking measures not to surprise customers with potentially controversial or sensitive content. We display a banner on the product detail page of titles like those

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referenced in the Report, which presents customers with information on how to access free and confidential advice from the [Samaritans](#).

Yours faithfully

**For and on behalf of Amazon UK Services Limited
Legal Department**