

3. My investigation of the facts

3.01. Interview and examination

3.01.01. I interviewed Ms Blitzen at her home on 31 September 2009, between 10:50 hrs and 13:45 hrs. She understood the purpose of the interview, and that the information obtained was for her solicitors and could be used in court.

3.01.02. Donna Blitzen was helpful and cooperative throughout the interview. She was casually dressed, wore make-up and for much of the interview wore dark glasses. She removed the glasses and wiped her nose with a tissue sporadically throughout the interview.

Current condition

3.01.03. Donna Blitzen told me that she is practically housebound. She feels that she cannot go out of the house because her nose is sore, painful and, because of redness, unsightly. Her mouth is asymmetrical after the second operation and she doesn't like to be seen.

3.01.03.1. Donna wears make-up, but she finds that the use of eye-liner and eye make-up make her nose appear worse. She also struggles as the tissues can make applied make-up smudge.

3.01.03.2. If she does go out, she is accompanied by her sister. She wears sunglasses, which attracts comments from well-meaning people, something she finds embarrassing. When out, she is constantly conscious of her appearance and frequently consults her sister to see if her nose is red or checks her reflection in mirrors or