



**Alexander
Harris**

solicitors

Our ref:

Your ref:

Please ask for:

Direct dial:

Mrs Marjorie Bulbeck

Code A

Ann Alexander

Code A

26th September

Dear , Marjorie

Thank you for your time on Saturday 21st September, it was a pleasure to meet you.

I confirm that at this stage Alexander Harris are happy to investigate all issues arising from the death of your mother. Once the preliminary investigations have been completed we will then be in a position to advise on how we can assist you further.

In accordance with Law Society guidelines there are a number of issues I need to explain to you formally.

Much of the preliminary work will be carried out by Claire Amos, a Trainee Solicitor and Lisa Elkin, a Paralegal. I will however provide them with full supervision. I am the Managing Partner of Alexander Harris.

We aim to offer all of our clients an efficient and effective service and I am confident that we will do so in this matter. However, should there be any aspect of our service with which you are unhappy, and which

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Partners: David N Harris LL.B, Ann Alexander LL.B (Hons) M.B.A (Managing Partner), Lesley Herbertson M.A (Cantab), Nicola Castle LL.B (Hons) LL.M, Richard Follis LL.B (Hons), Jenny Kennedy, Lindsay Wise B.A (Hons), Grainne Barton LL.B (Hons), Richard Barr, Christian Beadell LL.B (Hons), Auriana Griffiths LL.B (Hons)

Consultant: Prof. Daniel S Simons B.A (Hons) J.D (Member of the Florida Bar)

Associates: Yee Fon Sit LL.B (Hons), Douglas I. Silas LL.B (Hons), Susannah Read LL.B (Hons), Tim Annett LL.B (Hons), Kim Barrett B.A (Hons) LL.M, Jonathan Betts LL.B (Hons), Jo Masters LL.B (Hons), *Sue Taylor, *Debbie Murphy RGN, RM, Dip N, *Kirsty R Richards, *Kirsten Limb B.Sc (Hons). *(not a practising solicitor)

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we cannot resolve between ourselves, you may raise the matter with Karen Pearman, Quality Control Manager.

In the event that your complaint cannot be resolved by Karen Pearman, then you may complain to the Office for the Supervision of Solicitors. I have enclosed copies of the following leaflets

1. Resolution forms
2. Can we help? (The Office for the Supervision of Solicitors)

Our Charges

Whilst we conduct our preliminary investigations into the issues concerning your mother death, we will not charge for this work. The issue regarding costs will be reviewed in consultation with you once we decide on the next stages in this matter.

Statements

As discussed on Saturday, as a starting point, it is vital that we obtain a detailed witness statement from you. Claire Amos and Lisa Elkin are planning to spend a few days in the area taking statements from all those involved. They will be available from Monday 14th October until Thursday 17th October inclusive. I would be grateful if you could complete the attached chart, informing us of your availability over those 4 days. Claire and Lisa will arrange appointments with you on that basis. I enclose with this letter a SAE, as we should be grateful for your prompt response. Alternatively, please contact us by telephone or e-mail.

I also enclose the minutes of Saturday's meeting, for your information.

May I also take this opportunity to remind you that our Director of Marketing and Business Development, Emma Smith deals directly with all our press and media. If you are contacted by the press, please feel free to direct all calls to her on: Code A

I look forward to hearing from you soon.

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Yours sincerely

Code A

ANN ALEXANDER

ALEXANDER HARRIS

Code A