



**Alexander  
Harris**

solicitors

Mr Charles Farthing

**Code A**

16 December 2002

Dear Mr Farthing

Thank you for choosing Alexander Harris to handle your case.

I am writing to introduce you to our '**Client Care Initiative**', which has been set up to deal exclusively with our clients' comments, compliments and complaints. As part of our commitment to caring for our clients and ensuring that you are receiving the best service that we can offer, we continue to improve our service and we want to listen to you to ensure that this is achieved.

I am delighted to include with this letter our brochure which gives more information about our services and also outlines the main areas of our work. You will see that we specialise exclusively in health litigation and Alexander Harris and its lawyers are regarded nationally as leaders in this field. Unlike most other firms who add this work to their general practice, we are completely committed only to the areas within Health Litigation. We believe that this expertise enables us to achieve the best results for our clients.

This area of the law is complex and for this reason the Government believes the work should be carried out by specialists. To highlight this move, the Legal Services Commission Franchise (previously Legal Aid) has been adopted as the quality standard in this field of the law. We are delighted to have been one of the first firms to achieve this quality standard and we have been awarded Franchises in all main areas of our business.

Our Personal Injury Specialists have a wide range of experience both in the UK and abroad and are used to pursuing a wide range of claims including catastrophic injuries. These accidents may occur at work, at home, playing sport or on the road either in a car or as a pedestrian.

Alexander Harris, Ashley House, Ashley Road, Altrincham, Cheshire, WA14 2DW Telephone: +44(0)161 925 5555 Facsimile: +44(0)161 925 5500  
DX 19866 Altrincham 1. E-mail: [info@alexanderharris.co.uk](mailto:info@alexanderharris.co.uk) Web Site: [www.alexanderharris.co.uk](http://www.alexanderharris.co.uk)

Also at: 1 Dyers Buildings, London EC1N 2JT United Kingdom Telephone: +44(0)20 7430 5555 Facsimile: +44(0)20 7430 5500 DX 460 London Chancery Lane.  
Cheriton House, 51 Station Road, Solihull, West Midlands B91 3RT Telephone: +44(0)121 711 5111 Facsimile: +44(0)121 711 5100 DX 720080 Solihull.

*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) LLM, 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)

*Consultants:* Rosie Houghton LL.B (Hons), 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) LLM, Jonathan Betts LL.B (Hons), Jo Masters LL.B (Hons), Chris Binns LL.B (Hons), \*Sue Taylor, \*Debbie Murphy RGN, RM, Dip N, \*Kirsty R Richards, \*Kirsten Limb B.Sc (Hons), \*(not a practising solicitor)

Alexander Harris is a franchised firm and a member of the Community Legal Service  
Regulated by The Law Society

Our ref: ES/NMC/31831/1/9900

Your ref:

Please ask for: EMMA SMITH

Direct dial:

**Code A**

A team of qualified nurses and midwives supports the Clinical and Dental Negligence Specialist Lawyers. Their unparalleled expertise in this area ensures that the complexities of medical situations are understood with empathy from the outset.

Our education and public law department act on behalf of children, disabled people and their families or other individuals who may be experiencing difficulties with schools, local education authorities, colleges and other institutions.

The Mental Health and Community Care team represents the mentally ill and/or physically handicapped and handles matters on behalf of those in the community who are disadvantaged.

Each year a significant number of holidaymakers and business travellers suffer serious injury whilst abroad. The Foreign Litigation Team, one of only a few in this country, has the necessary expertise to handle such cases smoothly, swiftly and effectively. I have attached a freephone helpline card, which has been designed so that you can carry it with you. Hopefully you will never need to use it!

A service we are continually improving for our clients is our website at [www.alexanderharris.co.uk](http://www.alexanderharris.co.uk) You can post any questions or enquiries directly to our new enquiry team and you can also take part in the discussion forum area where you can post queries and answer other's questions. There is also a video area and a virtual area where you can view cases and be guided through the legal process – you can also register to receive regular updates. Over 30,000 people visited our website in the last month alone and we would be delighted to welcome you to our site which is updated daily with interesting news and views.

If you have any questions please do not hesitate to contact us.

Yours sincerely

**Code A**

**Emma Smith  
Marketing Director  
ALEXANDER HARRIS**

**Code A**