

FIRST CLASS

Mrs R M Hoare

Code A

Code A

18 February 2003

Dear Mrs Hoare

The Gosport War Memorial Hospital

I write to thank you for attending the recent public meeting held on 5th February 2003 and for instructing Alexander Harris Solicitors to act on your behalf in respect of the investigations into the Gosport War Memorial Hospital. I enclose for your information our client brochure.

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 **Code A**s and **Code A** Trainee Solicitors and **Code A** 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 we cannot resolve between ourselves, you may raise the matter with **Code A** in our Quality Control Manager.

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

- Resolution forms
- Can we help? (The Office for the Supervision of Solicitors)

Please also find enclosed a consent form which I would very much appreciate you completing and returning in the stamped addressed envelope provided. This will ensure that all details held on our files are correct and will help us to assist you at all times.

Our Charges

Whilst we conduct our preliminary investigations into the issues concerning your relative's 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.

May I also take this opportunity to inform 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

Details regarding our next course of action will follow in due course.

Best Regards

Yours sincerely

**ANN ALEXANDER
ALEXANDER HARRIS**

Code A

CONSENT FORM

Name _____

Address (incl. Postcode) _____

Telephone No. _____

Deceased _____

Date of Death _____

Relationship to Deceased _____

Transferred to Gosport War Memorial Hospital from:-

Other Hospital (if so state which) GP Other (please

I, _____ confirm that I wish to support the investigation relating to The Gosport War Memorial Hospital.

I also confirm that I give permission to Alexander Harris to release my details and any supporting documents to those agencies carrying out investigations in this matter.

Signed _____

Dated _____