

Code A

Ann Alexander
Code A

26th September

Dear **Code A**

Thank you for your telephone call this morning to my assistant, **Code A**

I confirm that at this stage **Code A** are happy to investigate all issues arising from the death of your father. 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 **Code A** a Trainee Solicitor and **Code A** a Paralegal. I will however provide them with full supervision. I am the Managing Partner of **Code A**
Code A

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** 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

1. What to do if you are Dissatisfied with your Solicitor
2. Can we help? (The Office for the Supervision of Solicitors)

Our Charges

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

Statements

As a starting point, it is vital that we obtain a detailed witness statement from you. **Code A** and **Code A** 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. **Code A** and **Code A** 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.

May I also take this opportunity to remind you that our Director of Marketing and Business Development, **Code A** 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 enclose our latest newsletter, for your information.

I look forward to hearing from you soon.

Yours sincerely

ANN ALEXANDER
ALEXANDER HARRIS

Code A