

Mr Corke

**Code A**

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7 November 2002

Dear Mr Corke

Further to your telephone conversation with **Code A** I can confirm that at this stage Alexander Harris 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 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** 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.

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.

Details regarding our meeting with Winchester Constabulary will follow in due course.

Yours sincerely

**ANN ALEXANDER  
ALEXANDER HARRIS**

Code A

## TELEPHONE NOTE

TO: Mrs Corke

FROM:

DATE:

CLIENT NUMBER:

Code A

MATTER NUMBER:

CASE ID:

CLAIMANT NAME:

Code A engaged in a telephone call to Mr Corke, however he was at work so she left a msg with Mrs Corke.

Code A asked Mrs Corke if the medical records had been obtained.

Code A was informed that they hadn't.

Code A asked if Mr Corke could telephone GWMH and speak to either Code A and request copies of the records.

Time engaged: 1 unit