

Mr M Chivers

Code A

25 October 2002

Code A

ANN ALEXANDER
Code A

Dear Mr Chivers

Further to your telephone conversation with **Code A** today, 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 **Code A** 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 visit on the 3rd November will follow in due course.

I look forward to meeting with you soon.

Yours sincerely

Code A

Code A