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Our Ref: { MERGEFIELD COMP_DET_C_COMP_HAN }/{ MERGEFIELD client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ QUOTE { DATE \@ "d MMMM yyyy" } }

{ IF { MERGEFIELD COMP_COMPL_C_COMP1_SNAME } = "{ MERGEFIELD COMP_COMPL_C_COMP2_SNAME }" "{ MERGEFIELD COMP_COMPL_C_COMP1_TITLE } & { MERGEFIELD COMP_COMPL_C_COMP2_TITLE } { MERGEFIELD COMP_COMPL_C_COMP1_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP1_SNAME }" "{ IF { MERGEFIELD COMP_COMPL_C_COMP2_SNAME } = "" "{ MERGEFIELD COMP_COMPL_C_COMP1_TITLE } { MERGEFIELD COMP_COMPL_C_COMP1_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP1_SNAME }" "{ MERGEFIELD COMP_COMPL_C_COMP1_TITLE } { MERGEFIELD COMP_COMPL_C_COMP1_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP1_SNAME } & { MERGEFIELD COMP_COMPL_C_COMP2_TITLE } { MERGEFIELD COMP_COMPL_C_COMP2_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP2_SNAME }" }" }

Dear { IF { MERGEFIELD COMP_COMPL_C_COMP1_SNAME } = "{ MERGEFIELD COMP_COMPL_C_COMP2_SNAME }" "{ MERGEFIELD COMP_COMPL_C_COMP1_TITLE } & { MERGEFIELD COMP_COMPL_C_COMP2_TITLE } { MERGEFIELD COMP_COMPL_C_COMP1_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP1_SNAME }" "{ IF { MERGEFIELD COMP_COMPL_C_COMP2_SNAME } = "" "{ MERGEFIELD COMP_COMPL_C_COMP1_TITLE } { MERGEFIELD COMP_COMPL_C_COMP1_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP1_SNAME }" "{ MERGEFIELD COMP_COMPL_C_COMP1_TITLE } { MERGEFIELD COMP_COMPL_C_COMP1_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP1_SNAME } & { MERGEFIELD COMP_COMPL_C_COMP2_TITLE } { MERGEFIELD COMP_COMPL_C_COMP2_INITIAL } { MERGEFIELD COMP_COMPL_C_COMP2_SNAME }" }" }

Re: { MERGEFIELD COMP_DET_C_MAT_DESC } - { MERGEFIELD COMP_DET_C_MAT_REF }

I write to acknowledge receipt of your complaint received by this firm on { MERGEFIELD COMP_DET_C_COMP_DATE } in respect of the above matter. I am { MERGEFIELD COMP_DET_C_COMP_HAN } and I am the Complaints Handler for this firm, and I will be investigating your complaint and reporting back to you. May I first take the opportunity to apologize that you have felt it necessary to complain and that our service has not met our normal high levels of service, but I hope that following my investigation we will be able to find a suitable resolution to your grievance. I would like to reassure you that you will not be charged in any way for us dealing with your complaint.

Your Complaint

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I will now summarize your complaint to ensure that I have understood fully.

{ MERGEFIELD COMP_DET_C_COMP_DET }.

You have suggested that a suitable resolution to draw this matter to a close is { MERGEFIELD COMP_DET_C_REQ_REM }.

Action to be taken

{ IF { MERGEFIELD COMP_DET_C_REP_LEO } = "Yes" "I note that you say you have already reported this matter to the Legal Ombudsman. Whilst they will respond to you directly regarding your complaint, it is their policy that we have an opportunity to resolve the issue using our own internal complaints handling procedure in the first instant. If after we have completed our investigation and you are still not satisfied that we have resolved your complaint, you may then revert to the Legal Ombudsman for them to investigate further.

" "" }I confirm that I will now investigate your complaint as detailed in the Complaints Handling Policy attached and I will report back to you within 21 days of the date of this letter.

Yours sincerely

{ MERGEFIELD COMP_DET_C_COMP_HAN }

COMPLAINTS HANDLER

{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }