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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 }" }" } { MERGEFIELD COMP_COMPL_C_COMP1_ADD }

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 }

Further to my recent acknowledgement of your complaint, I write to advise you of the results of my investigations and once again apologise that you felt it necessary to complain and that our service has not met our normal high levels of service.

Your Complaint

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

{ MERGEFIELD COMP_DET_C_COMP_DET }

My Investigation

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In order to fully investigate your complaint, I took the following steps

Following a full and independent evaluation of all the evidence, { IF { MERGEFIELD COMP_PRO_C_COMP_STATUS } = "Upheld" "I have found that our service did fall below our normal high standards and I have found your complaint to be valid" "{ IF { MERGEFIELD COMP_PRO_C_COMP_STATUS } = "Not Upheld" "I have found that our service did meet our normal high standards and I am not able to uphold your complaint. My reasons for this are " "{ IF { MERGEFIELD COMP_PRO_C_COMP_STATUS } = "Partially Upheld" "I have found that some areas our service did fall below our normal high standards and I can therefore partially uphold your complaint. The points of your complaint that I did feel were valid were... I have found that ... did meet our normal levels of service and therefore I am unable to uphold that part of your complaint." "" }" }" }

Proposed Remedy

My proposals to resolve this matter are as follows:

{ MERGEFIELD COMP_PRO_C_PROP_REM_DET }.

I would be obliged if you would give some time to consider this letter and to decide whether the proposed remedy meets with your approval.

I look forward to hearing from you further.

Yours sincerely

{ MERGEFIELD COMP_DET_C_COMP_HAN }
COMPLAINTS HANDLER
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }