

{INCLUDETEXT

"C:\\Users\\JaneE\\AppData\\Local\\Packages\\PraccticeLimited.OspreyApproachSupervisorApp\_expvx2x1s6rv4\\LocalState\\OspreyDocuments\\37667b6e-a49f-4258-93d0-fb04aa18836f\\header.doc"}

Our Ref: { MERGEFIELD COMP\_DET\_C\_COMP\_SHAN }/{ 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 correspondence, I can now confirm that I have completed my review of this matter, the details of which are set out below:

### **Your Complaint**

Your complaint related to { MERGEFIELD COMP\_DET\_C\_COMP\_DET }

### **Our Original Investigation**

In order fully to investigate your complaint, { MERGEFIELD COMP\_DET\_C\_COMP\_HAN } took the following steps....

{INCLUDETEXT

"C:\\Users\\JaneE\\AppData\\Local\\Packages\\PraccticeLimited.OspreyApproachSupervisorApp\_expvx2x1s6rv4\\LocalState\\OspreyDocuments\\37667b6e-a49f-4258-93d0-fb04aa18836f\\footer.doc"}

Following a full and independent evaluation of all the evidence, { MERGEFIELD  
COMP\_DET\_C\_COMP\_HAN } came to the following conclusion:

**Our Original Proposed Remedy**

Our original proposals to resolve this matter were as follows:  
{ MERGEFIELD COMP\_PRO\_C\_PROP\_REM\_DET }

You advised that you were not satisfied with the original proposed remedy, and the matter was therefore escalated to me, for a thorough review. Your reasons for not accepting the proposal were { MERGEFIELD COMP\_PRO\_C\_PROP\_REM\_REJ }.

**My Findings**

Having carried out a thorough review of the matter to date, my findings are as follows:

I would like to propose the following remedy in the hopes that we can bring this matter to a satisfactory conclusion.

{ MERGEFIELD "COMP\_PRO\_C\_PROP\_REM2\_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\_SHAN }  
COMPLAINTS HANDLER  
{ MERGEFIELD PRACTICEINFO\_PRACTICE\_NAME\\*UPPER }