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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 }**

I write further to the above matter and am sorry to note that you do not wish to accept our final proposals of { MERGEFIELD COMP\_PRO\_C\_PROP\_REM2\_DET } to resolve this matter.

As previously advised in our Complaints Handling Policy, as we have now completed our complaints procedure and investigation, and this is our final response. As you are still not satisfied that we have settled your complaint, you may now revert to the Legal Ombudsman for them to investigate further. If you wish to do so, you will find information about pursuing this course of action in the Complaints Handling Policy, a further copy of which I enclose for your convenience. Any complaint to the Legal Ombudsman needs to be raised within six

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months of the date of this letter.

You may also be able to submit your complaint to a certified alternative dispute resolution (ADR) provider. One such provider is xxx and we agree to use the scheme operated by that body.

Yours sincerely

**{ MERGEFIELD COMP\_DET\_C\_COMP\_SHAN }**  
**COMPLAINTS HANDLER**  
**{ MERGEFIELD PRACTICEINFO\_PRACTICE\_NAME\\*UPPER }**