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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 }" }" }

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 our recent investigation an review into your complaint and your acceptance of my second proposed resolution, I write to advise you that I will now proceed to close your complaint.

I would again like to apologise that you had cause to raise a complaint and hope that you will use us again in the future if the need arises.

Should you have any further issues please do not hesitate to contact me again or the member of staff with conduct of your matter.

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Yours sincerely

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