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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 your correspondence with my colleague { MERGEFIELD COMP\_DET\_C\_COMP\_HAN }, I regret to note that you were not satisfied with our earlier proposed remedy of your complaint.

My name is { MERGEFIELD COMP\_DET\_C\_COMP\_SHAN } and I have now taken over this matter and will carry out a thorough review of the details of the original complaint and the earlier decision by { MERGEFIELD COMP\_DET\_C\_COMP\_HAN }.

I will report back to you within 14 days confirming our final position on your complaint and trust that we will be able to resolve the situation. In the meantime, I enclose a further copy of

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our Complaints Handling Policy for your convenience.

Yours sincerely

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