

05 November 2003

Mr. Spenser Poultney,  
Endersley,  
Welton Road,  
RADSTOCK,  
Somerset. BA3 3UD

Your Ref

Our Ref 103/JAK

Dear Mr. Poultney,

I have had forwarded on to me your fax and accompanying documentation regarding a complaint against this firm.

The matter has been referred on to me as Managing Partner to deal with under the firm's complaints procedure.

I am making arrangements to speak to the relevant fee earner in this case as soon as possible and will thereafter respond to your complaint.

Yours sincerely,

**John A. Killah.**  
**Managing Partner.**