Our Ref: TC:210926/005

22 September 2026

Private and Confidential
Simon Cordell
Sent by email to: re_wired@ymail.com

Dear Simon,

Client Care

Thank you for instructing this firm to act for you in relation to your case. We are writing to clarify some important matters regarding the service we provide.

Responsibility for work

Thomas Cheam, who is an Associate Solicitor will be responsible for the overall conduct and preparation of your case and will be assisted by Vania Costa, who is a paralegal and will be dealing with some of the day to day matters in your case.

Harriet Benson is the overall supervisor of our criminal department. However, please note that our criminal department works on a team basis and other members of the team, both qualified and non-qualified may from time to time be involved in work on your case.

Legal Aid

Where you have applied for legal aid and are in receipt of passported benefits, you are required to provide evidence of your passported benefits.

Complaints

It is our aim to offer you an efficient and effective service. Should there be any aspect of our service with which you are unhappy, we hope you would feel able to raise the matter with the solicitor who has conduct of your case. However, the firm operates a formal complaints procedure and one of the Directors will be happy to deal with any issues raised by you.

If you are still dissatisfied with our handling of your complaint, you are able to contact the Legal Ombudsman in writing at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH or by telephone on 0300 555 0333, and they will be happy to investigate your complaint further.

Keeping you updated

We will regularly keep you updated in your case, by written correspondence or by telephone. However, if you require any additional assistance or clarification, you are welcome to contact any member of our team at our offices or directly where a mobile phone number has been provided.

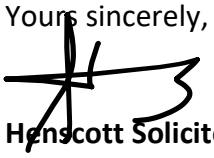
Conclusion of your case

When your case has been completed and disposed of, we will close your file. We will retain certain papers for a period of six years. Please note that you may be required to pay a fee for any work required after a request by you for retrieval of your file.

Finally, please find enclosed a copy of our Funding Guide and Terms of Engagement, which provides further detail you might find helpful.

We hope this information has been of assistance. If, however, you have any queries, please do not hesitate to contact us.

Yours sincerely,



Henscott Solicitors