

Your personal details

Mr Mrs Ms Miss Other (please give details)

Your surname: KLOSTERKOTTER-DIT-RAWÉ

Your first names: Nælle-Y-S

Your address and postcode: 3 Jefferson House

11 Basil St

London SW314X

Your daytime phone number: 02 0

Your evening phone number:

Your mobile phone number:

Your e-mail address:

Contacting you

We will do our best to contact you in the way you would prefer.

How would you like us to contact you?

Phone When is the best time to call?

Letter

E-mail

We can provide our letters and other information in different languages and in different formats, such as in Braille, in large print or on audiotape. If you have hearing or speech problems, we can talk to you using the Typetalk phone service.

Do you have any special needs? Yes No

If 'Yes', how can we best help you to deal with your complaint?

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Details of the solicitor you're complaining about

Name of the solicitor:

MR Silverstone; MS Ayesha Salim
CAWDERY, KAYE FIREMAN & TAYLOR (CKFT)

Name of the firm:

Firm's address and postcode:

25-26 Hampstead High Street
London NW3 1QA

Firm's phone number:

020 7431 7262

Who is the solicitor acting for?

It is important for us to know if you are complaining about someone who is or has acted for you as your solicitor. We are not able to help with many of the concerns we receive about other people's solicitors. It might help to discuss your concerns with either your own solicitor or our helpline before you write to us.

- a Does the solicitor you're complaining about or reporting to us act for you now? Yes No
(If 'Yes', please go to part c below. If 'No', please go to part b below.)
- b Has the solicitor's firm acted for you in the past about this matter? Yes No
(If 'Yes', please go to part c below. If 'No', please go to part d below.)
- c Have you used the firm's own complaints procedure? Yes No
If 'Yes', please send us a copy of any complaint letter (or a copy of our resolution form) which you sent to the solicitor, and their reply. Please tell us why you are still not happy.
If 'No', please note that we are not able to help you until you have used the firm's own procedure.
(See page 10 of our booklet *Can we help?*) **Not Appropriate**
- d Does the solicitor you're complaining about or reporting to us act for another person in connection with the same matter? Yes No
If 'Yes', who is the solicitor acting for? **Steel Services - Landlord (on block where I am a lessee)**
- e Is the solicitor you're complaining about dealing with the estate of someone who has died? (Please give more details in part 7.) Yes No
- f Do you have solicitors acting for you now? Yes No
If 'Yes', please give their name and address.

May we contact your solicitors to discuss your complaint?

Yes No

The work

a What kind of legal work is involved?

(for example, selling or buying a house, family matters, a personal injury claim or probate)

Landlord Tenant dispute : service charge

b Has the work been completed?

Yes No Don't know

If 'Yes', when was the work completed?

c When did you first instruct the solicitor?

N/A

d How are you paying for the work? *(for example, privately, public funding,*

'no win no fee', legal expenses' insurance, trade union funding or not known)

N/A

Complaints which involve a solicitor's bill

(if this does not apply, please go to part 7)

a When did you receive the bill?

b Have you asked your solicitor to apply for a remuneration certificate?

Yes No

(See page 13 of our booklet Can we help?)

If 'Yes', when did you ask?

c Is your bill being reviewed by the court under the assessment procedure?

Yes No

(See page 15 of our booklet Can we help?)

If 'Yes', when is the assessment hearing?

d Has your solicitor issued court proceedings against you for not paying the bill?

Yes No

If 'Yes', what date is on the summons?

Complaints about the administration of an estate

(If this does not apply, please go to part 8)

a Name of the person who has died: _____

b Date of their death: _____ / _____ / _____

c Names of the executors or administrators (include yourself if you are one):

d Are you a beneficiary? Yes No
(See page 8 of our booklet *Can we help?*)

If 'Yes', are you entitled to a share in the estate rather than a particular gift? Yes No

e Has the distribution of the estate been completed? Yes No
If 'Yes', when was it completed?
_____ / _____ / _____

Details of your complaint

Please describe your concerns as clearly as possible. (If your problem is about your solicitor's poor service, you may find the list of complaints on page 6 of *Can we help?* a useful guide. If you are reporting a solicitor's professional misconduct (poor behaviour), please turn to page 7 of the booklet.)

Although it would be helpful if you attach copies of relevant documents such as your resolution form (a form we supply to help you make your complaint to the firm), or letter of complaint and your solicitor's reply, you don't need to send us large amounts of paperwork or any original documents at this stage. We will let you know if we need more information. We will send a copy of this form to the solicitor for their comments.

See Attached. 71 page complaint with 132 supporting enclosures.
This is preceded by a 5 page summary of my complaint, summarised overall as: "Committing criminal offences against me and causing highly detrimental consequences on my physical & emotional health, as well as financial position."

The solution you'd like

Please tell us what you would like us or your solicitor to do to help sort out your problem. [Remember - we are not able to give you legal advice, handle a case for you or decide if your solicitor has been negligent. We can award compensation of up to £5000 if we find that the service you received from your solicitor was poor. However, most of the awards we make are under £1000. If we can prove that the solicitor's behaviour fell below the expected standard (this is called professional misconduct), we can take action in the public interest.]

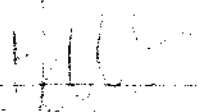
- For the Law Society to take disciplinary Actions
- Award of maximum £5000 compensation
- Refund of £6,100 from CKFT - AS it cashed my cheque + 8% interest

Your agreement

I would like the Law Society's Consumer Complaints Service to look into my complaint.

I understand that you will send a copy of my complaint form to the solicitor for their comments.

Your signature:



Date:

20 / 12 / 2004

We recommend that you take a copy of this form before you send it to us.