

## Rawé, Noëlle

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**From:** Pat Moriarty [p.moriarty@lgo.org.uk]  
**Sent:** 17 November 2004 11:03  
**To:** Rawé, Noëlle  
**Cc:** jon.morcom@rbkc.gov.uk; gifty.edila@rbkc.gov.uk  
**Subject:** Complaint by Miss Rawé

Dear Miss Rawé

Thank you for your e-mail. No, the statement you quoted is not an error. Your complaint 04/A/09480 was closed as a 'premature' complaint on 5 October and sent to the Council for it to put through its complaint procedures. You were asked to contact us again if, when the Council had considered your complaint, you remained dissatisfied with its response.

Your letter of 11 November to Mr White, the Local Government Ombudsman in Coventry, was passed to me to carry out a preliminary screening as I was the officer who considered your original complaint. It seemed to me your letter was an expression of dissatisfaction with the Council's response to your complaint which I took to be its letter to you dated 15 October. For that reason I decided that your letter be registered as a new complaint (which it must be as your old complaint is closed).

At that time the complaint was unregistered, and currently there is a delay of about six weeks between receipt of a complaint and its allocation to an investigator. Usually 'resubmitted' complaints such as yours are allocated to the investigator who dealt with the original 'premature' complaint and so in all likelihood I will be allocated your complaint in due course. At that time I, or whichever investigator is allocated it, will consider if it is a complaint the Ombudsman should pursue - at that stage, for example, checks are carried out to confirm that the complaint is in the Ombudsman's jurisdiction. But it seemed to me that this dead 6 week period could be used usefully by sending the e-mail I did to the Council as hopefully, its response will be to hand when the complaint is considered.

Your complaint has now been registered as 04/A/12485 and a letter was sent to you yesterday telling you how we will deal with it. I have transferred your telephone numbers from your old file to the new one, so you may ignore the final request in that letter. I regret that for the reasons given above I cannot confirm at this stage that your complaint will be pursued or what further action will be taken

Pat Moriarty

Complaints Investigator

Office of the Local Government Ombudsman

Direct Line: 020 7217 4641

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