

The Rt. Hon. Sir Malcolm Rifkind, M.P.
House of Commons
London SW1A 0AA

Ms Noëlle Rawé
✂

(By 'Special Delivery')

See my 19 Oct 09 letter to M Rifkind summarising my experience with him up to this point - and his 'response' of 23 Oct 09

1 8 May 2009

2 Dear Sir

Subsequent note: should read 23 April

3 **WHY ARE YOU REFUSING TO REFER MY COMPLAINT TO THE PARLIAMENTARY OMBUDSMAN?**

4 Thank you for your letter of 24 April 2009, in reply to mine of 24 March 2009 (and your Office's 9 April
5 2009 initial acknowledgment of my letter).

6 You state in your letter "*Members of Parliament are not able to intervene in the decisions that have been*
7 *taken by courts of law*"

8 I am not expecting you to do this. If some items of my complaint are viewed as such (I would like the
9 Parliamentary Ombudsman to make this decision), the majority most definitely come under
10 maladministration – for example:

- 11 • In 2003-04, WLCC wrongly informing me – on three occasions – that an action concerned me – and
12 its counterpart, Wandsworth County Court, continuing to falsely confirm that I was the "*Defendant*" in
13 a trial scheduled to take place on 17 August 2004.
- 14 • WLCC making me miss the 28 May 2004 hearing as a result of ignoring the instructions from the
15 Royal Courts of Justice's Citizens Advice Bureau.
- 16 • WLCC pursuing the 29 November 2002 claim (ref WL203 537), in the absolute knowledge that a
17 tribunal, also part of the English judicial system, had very specifically told me (and my fellow
18 leaseholders) to NOT PAY the service charge – and supplied me with a leaflet in support relating the
19 outcome of a Court of Appeal case.
- 20 • WLCC pursuing the 29 November 2002 claim in the absolute knowledge that, contrary to the claim
21 made in the Particulars of Claim – under a statement of truth - the lease supplied with the claim was
22 materially different from my lease – thereby implying, a very major, false obligation on my part.
- 23 • WLCC falsely capturing on the 3 April 2007 'Notice that Acknowledgment of Service has been filed'
24 that I stated an intention to defend part of the claim (the equally fraudulent 27 February 2007 claim,
25 ref 7WL00 675). Over a period of seven months, it required four written requests from me to WLCC,
26 plus a complaint to HMCS 'Customer Service', to finally obtain a corrected version of the Notice.
- 27 • (As in 2002-04) WLCC totally ignoring my correspondence, including requests for assistance,
28 thereby – yet again - treating me, a Litigant in Person, as a non-entity.
- 29 • WLCC waiting until four hours before the 4 November 2008 scheduled hearing to issue an Order for
30 transfer of the case to the Supreme Court Costs Office.
- 31 • WLCC sitting on Orders before sending them, such as e.g. the 19 April 2007 Order, resulting in my
32 being put under extreme pressure to comply with them.

- 1 • WLCC using bullying and intimidation tactics e.g. its 27 September 2007 letter.
- 2 • The Court Service 'Customer Service' telling me, in effect, to 'get lost' following my 'cry for help' of 29
3 June 2004 to Lord Falconer of Thoroton, and 13 November 2007 complaint – and the cover-ups,
4 misrepresentations, fabrications and rejection of responsibility and accountability, added to arrogant,
5 dismissive, patronizing, condescending attitude, treating me like an illiterate idiot.

6 These examples are most definitely, at the very best, instances of maladministration (*"to manage or
7 administer badly or dishonestly"*) – and hence items dealt with by the Parliamentary Ombudsman under
8 her 'Principles of Good Administration', 'Good Complaint Handling' and 'Remedy'.

9 I therefore reiterate my request that you forward my complaint to the Parliamentary Ombudsman. Please,
10 let me know if you require the document to be presented differently.

11 In relation to Kensington & Chelsea police, as stated in my 24 March 2009 letter, page 26, lines 30-31, in
12 light of my experience with the Police Complaints Authority in 2002 (preceded by my experience with
13 Kensington & Police when I complained), I have not complained about events with the same police
14 station in 2003, and in 2007.

15 You state that if I *"have not made any complaint directly to the police or the IPCC, then I would be happy
16 to forward the papers on your behalf"*.

17 Other than just post my complaint, what would be your role?

18 Yours sincerely

19 Noëlle Rawé



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