



HOUSE OF COMMONS

LONDON SW1A 0AA

Ms Noëlle Rawé

(Took delivery on
20 June)

See my 19 Oct 09 letter to M Rifkind summarising my experience with - and the Parliamentary Ombudsman - up to this point, and his 23 Oct 09 'response'

17th June 2009

Dear Ms Rawé

Thank you for your further letter of 8th June, and apologies for not acknowledging your letter of 8th May.

Sir Malcolm has not refused to take your issue to the Parliamentary Ombudsman because he believed that you had already done so. In your letter of 7th March you quoted your dissatisfaction of endless battles with the "regulators, watchdogs/ombudsmen, other government departments".

Contrast with my 8 May and 8 June letters

If you have not pursued this matter with the Parliamentary Ombudsman and still wish to do so, I enclose the relevant form for you to complete and return to Sir Malcolm to forward on to the Ombudsman. The Ombudsman will also need confirmation that you have followed the appropriate formal complaints procedures.

I hope this helpful.

Yours sincerely

- I concluded that it would be used as an excuse to reject my complaint. As can be seen in the 29 July 09 'response' from the ParliaOmb: I was right
- I challenged this in my 27 Aug 09 reply - which led to a U-turn by the ParliaOmb, as can be seen in the 22 Sep 09 letter to me - and similar to Sir Rifkind
- It is clear from this letter that more excuses are yet to come to avoid dealing properly with my complaint

Private Secretary to Sir Malcolm Rifkind, MP