

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

Ms Noëlle Rawé
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1 July 2009

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

Dear Sir

I PLAN TO SEND YOU THE PACK FOR THE PARLIAMENTARY OMBUDSMAN BY THE END OF NEXT WEEK

Thank you for your letter of 17 June, in reply to mine of 15 June, as well as for the enclosure 'Parliamentary Ombudsman complaint form' for me to complete.

The letter states that you had *"not refused to take [my] issue to the Parliamentary Ombudsman because [you] believed that [I] had already done so"* That *"In [my] letter of 7 March [I] quoted [my] dissatisfaction of endless battles with the "regulators, watchdogs/ombudsmen, other government departments"*

As I said to your Private Secretary when I returned her call: a complaint can only be referred to the Parliamentary Ombudsman through a constituent's MP; you have been my MP since 2005; since then, I have suffered horrendous treatment by central government departments; until my 7 March 2009 letter, I had never contacted you.

In addition, I headed my 8 May 2009 letter to you *"Why are you refusing to refer my complaint to the Parliamentary Ombudsman?"* Five weeks later, in spite of a chaser letter after four weeks of waiting for a reply, I had not received a response.

Your letter states that *"The Ombudsman will also need confirmation that you have followed the appropriate formal complaints procedures"* I did do this. (It is detailed in my 24 March 2009 letter):

- In relation to the LVT, I followed the guidance provided to me, at the time, by the then Office of the Deputy Prime Minister, recommending that I contact the President of the LVTs. I had an exchange of correspondence with her (Mrs Siobhan McGrath) that did not resolve my complaint.
- In relation to the courts, I have twice filed a complaint: (1) in 2004, after 20 months of horrendous treatment by West London County Court and, in the latter part, by Wandsworth County Court; (2) in 2007, after seven months of equally horrendous treatment, yet again, at the hands of West London County Court. In both instances, the outcome can be summarised as 'get lost'. Although the nightmare with West London County Court continued until November 2008, in light of the responses, ultimately from Petty France, in January 2008 - there was clearly no point my wasting any more of my time writing an additional complaint.

I am in the process of reviewing my complaint by, in particular, adding a reference to source documents, and compiling these documents into a bundle.

I anticipate being able to send you my amended complaint and supporting bundle by the end of next week.

Enclosed is a copy of my 1 July 2009 letter to Mrs Abraham informing her of this.

Yours sincerely

Noëlle Rawé

Enc. My 1 July 2009 letter to Mr Ann Abraham

cc. Mrs Ann Abraham, Parliamentary Ombudsman, Millbank Tower, Millbank, London SW1P 4QP