



HOUSE OF COMMONS

LONDON SW1A 0AA

Ms Noelle Klosterkotter-Dit-Rawe

*Took delivery on 11 Oct.
Not Arrived by 14 Oct.*

30th September 2009

Dear Ms Klosterkotter-Dit-Rawe,

Further to my letter of 24th August, I enclose a letter from Ms Micallef, the Customer Services Officer at the Parliamentary Ombudsman's Office which I thought you would like to see.

I note that Ms Micallef will continue to keep you informed directly but should I hear further from her I will of course let you know.

With kind regards and best wishes.

Yours sincerely,

See next page, and the one I received directly, also dated 22 Sep 09
And my 19 Oct 09 letter to M Rifkind...
...and his 'response' of 23 Oct 09

Dictated by Sir Malcolm Rifkind MP
and signed in his absence

You can contact me on: 0345 015 4033
phso.enquiries@ombudsman.org.uk

Our reference: EN-69099/0010
Your reference: 62245

In Confidence
Rt Hon Sir Malcolm Rifkind MP
House of Commons
London
SW1A 0AA



Parliamentary
and Health Service
Ombudsman

22 September 2009

Dear Sir Malcolm

Ms Noelle Klosterkotter-Dit-Rawe,

We have recently had further correspondence from Ms Klossterkotter-Dit Rawe regarding her complaint against HM Courts Service and Residential Property Tribunal Service.

We are now in a position to send her complaint to one of our assessors for consideration. We will write to you again when we have considered the complaint in detail to let you know whether the Ombudsman can help. We will keep Ms Klosterkotter-Dit-Rawe regularly updated on progress.

Yours sincerely

Pamela Micallef
Customer Services Office

Note that in her 29 July 09 letter, she stated "We have carefully considered the papers..." and rejected my complaint by claiming that I had not gone through the complaints procedures. As I pointed out in my 27 Aug 09 reply, in my 12 July 09 complaint I HAD provided 'black on white' evidence that I HAD gone through the loops - supported by a bundle of 164 documents. I knew from Sir Rifkind's letter of 17 June 09 that "The Ombudsman will need confirmation that you have followed the appropriate formal complaints procedures" that this would be used as the excuse to reject my complaint. And I can tell from her 22 Sep 09 letter to me that more excuses are yet to come to avoid dealing properly with my complaint.

Also of note: 'By coincidence' this letter was sent on the day Mark Heath, Chief Superintendent, Kensington & Chelsea police received my 20 Sep 09 letter, copying him on my 20 Sep 09 reply to the Police Public Access Office's 'response' of 25 Aug 09

(In his follow-on letter of 17 Jun 09, Sir Rifkind did not address my 8 May 09 question "Other than post my complaint [to the police], what would your role be?". Of note: I sent my Subject Access Request to the Police on 28 May 09)



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