



OFFICE OF THE OMBUDSMAN FOR ESTATE AGENTS
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Our Reference: 250/OEA/28133

Ms N Klosterkotter-Dit-Rawe
3 Jefferson House
11 Basil Street
London
SW3 1AX

19 May 2005

Dear Ms Klosterkotter-Dit-Rawe,

Thank you for your copy correspondence, dated 17 May 2005, which we received today.

You will see, from the enclosed Consumer Guide for the Ombudsman for Estate Agents Scheme, that the Ombudsman is only empowered to consider a complaint which is against one of the Member Agencies. According to our records, Martin Russell Jones is not a member and your complaint is, therefore, outside the Ombudsman's Terms of Reference.

I regret that we cannot be of further assistance to you in this instance.

Yours sincerely,

Ms Kim O'Connell
Complaints Processing Officer

Encl