

Ms Rajdeep Tutt
Caseworker
Client Relations Office
Consumer Complaints Service
(Formerly The Office for the Supervision of Solicitors)
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire CV32 5AE

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

(By Recorded Delivery)

Your ref: CRO/45399-2004/RT4/AA1/R TUTT CRO

30 April 2004

Dear Ms Tutt

Complaint against Piper Smith & Basham, London

Thank you for drawing my attention to the following: (1) the maximum compensation which your Office can award is a maximum of £5,000; (2) "...in the majority of cases awards fall below £500".

At the time of writing the complaint to your Office, I had certainly noted in your guidance notes, point 1 above, as well as the comment that the sum awarded is on average, considerably below this amount.

I have lodged this complaint with your Office because you are the Law Society's designated body to handle complaints.

As I stated in Part 8 of the claim form I sent you on 16 March 2004:

"In their 18 Dec 2003 reply to my letter of 2 Dec 03 (both enclosed) Piper Smith & Basham stated that they view my case as having been "properly managed" and said to be "satisfied that the quality of service that we provided was perfectly acceptable". As the Supervising Body, please, tell me whether you share their view. Personally, I view their conduct - Ms McLean's and Mr Twyman's - as an absolute disgrace which brings disrepute to the legal profession. I want all my £5,000 refunded, as well as compensation"

I have complied to your guidelines, namely: initially writing a (comprehensive) letter of complaint to Piper Smith & Basham, as well as responding, also very comprehensively, to their reply. On completion of these stages, I have sent you my complaint - also in conformance with your guidelines.

Consequently, I wish to reiterate my request that you please consider my complaint i.e. proceed with my case.

Whilst I have provided your Office with very detailed information, I am of course very happy to supply you with any other information you may require to assist you in your consideration of my complaint.

Thank you for explaining the circumstances under which I can lodge a complaint against CKFT. My complaint meets the criterion you have detailed.

Delivery with the security of parcels tracking throughout and compensation for loss or damage

write details of where your item is going

Name	Ms Rajdeep Tutt Caseworker - OSS
Building	Victoria Court Dormer Place Leamington Spa
Postcode complete in full	CV32 5AE

Reference DT 4569 6021 7GB

Stick barcode label to top left of package