

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 Klosterkötter-Dit-Rawé  
3 Jefferson House  
11, Basil Street  
London SW3 1AX

**(By Recorded Delivery)**

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

(My complaint against Mr Richard Twyman and Ms Lisa McLean, Piper Smith & Watton (previously Piper Smith & Basham), London)

16 August 2004

Dear Ms Tutt

I acknowledge receipt of your letter dated 3 August 2004 in which you also enclosed the reply from Piper Smith Watton, dated 1 July 2004.

You ask that I reply to you.

As you are still in the process of obtaining a response from Piper Smith Watton to parts of my complaint, I will await a complete reply from you before responding.

Yours sincerely

Royal Mail<sup>®</sup>  
recorded 1st or 2nd class

Signed for

Standard postal service with signature and barcode scanning on delivery. Ideal for items you might need to prove were received, like job applications or legal documents

Use Special Delivery for guaranteed next morning delivery with the security of barcode tracking throughout and compensation for loss or damage

write details of where your item is going

Name: Rajdeep Tutt  
Caseworker - OSS  
Victoria Court  
& Dormer Place  
Leamington Spa  
CV32 5AE

Reference DT 8015 9991 4GB

Stick barcode label to top left of package