

Consumer Complaints Service

Reviewing complaints about solicitors

Our Ref: CRO/45399-2004/RT4/AA1/R TUTT CRO

Your Ref:

Private and Confidential

Ms N Kloster Kotter Dit-Rawe

3 Jefferson House

11 Basil Street

London

SW3 1WS

The Law Society
Solicitors
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London EC4A 3DF
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The Law Society

3 September 2004

Dear Ms Klosterkotter-Dit-Rawe

Your complaint against Piper Smith Watton Solicitors

Thank you for your letter dated 16 August 2004. You say you would prefer to await the solicitor's further response before replying. I am happy for you to do that.

As you are aware, in my letter to the solicitors dated 3 August 2004, I asked them to respond within 14 days. Due to holidays, and the complexity of your case, the solicitors requested an extension of time to 31 August 2004. I agreed to extend the time limit.

I called Mr Skuse today to chase his response and he informed me that he sent his comments on 25 August 2004. I have not received his letter, and it may be that it has been delayed in the post. Mr Skuse offered to fax a copy to me but given the length of the document, with enclosures, I advised him that I would wait to receive the letter he had posted.

As soon as I have received Mr Skuse's comments, and have had opportunity to review them, I will forward a copy to you. If you have any queries in the meantime, please contact me on the number provided below.

Yours sincerely

Rajdeep Tutt (Ms)
Caseworker
Client Relations Office

Direct Line: 01926 823112
Extension: 2513
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Rajdeep.Tutt@LawSociety.Org.UK

If I am unavailable when you call, please speak to Amundip Atwal, Customer Services Officer, on direct dial telephone number 01926 822059 who will be glad to assist in my absence.

****Please quote our above reference whenever contacting us****