

Consumer Complaints Service

Resolving complaints about solicitors

Our Ref: CRO/45399-2004/RT4/HS3 R TUTT CRO

Your Ref:

The Law Society
Victoria Court
8 Dermer Place
Leamington Spa
Warwickshire CV32 5AE
Dx 292320 Leamington Spa 4
Tel 01926 820082
Fax 01926 431435
www.lawsociety.org.uk

Private and Confidential

Ms N Kloster Kotter Dit-Rawe
3 Jefferson House
11 Basil Street
London
SW3 1WS



The Law Society

8 December 2004

Dear Ms Kloster Kotter Dit-Rawe

Complaint about Piper Smith & Watton

In your letter dated 30 November 2004, and during our telephone conversation earlier today, you asked me to close your file, as you wish for your complaint to be considered by the Legal Services Ombudsman. I explained to you, that the Legal Services Ombudsman will only look at your complaint once our investigation is concluded, and if she is unhappy with the way we dealt with your complaint, she will refer it back to the Consumer Complaints Service for further consideration.

You instructed Piper Smith & Watton solicitors in August 2003 to assist with a service charge dispute with your landlord. You were dissatisfied with the level of service you received for a number of reasons, and in my letter dated 22 September 2004, I explained the reasons why I would be unable to investigate those complaints further. I welcomed you to provide further information or evidence which you felt may have caused me to reconsider the views I had reached. You do not wish to provide any further comments, and you asked for my file to be closed.

I would confirm that I have now closed my file.

I would like to take this opportunity to remind you that if you have a complaint about our service, we have an internal complaints procedure to deal with your concerns. If you would like more details of this procedure, then please let me know.

You state that you have already referred this matter to the Legal Services Ombudsman, but I must provide the address for you again, below:

The Legal Services Ombudsman
3rd Floor, Sunlight House
Quay Street
MANCHESTER
M3 3JZ

Tel: (0161) 839 7262

or

0845 601 0794 (calls charged at local rate)

Website: www.olso.org

I confirm that we will send you a Customer Feedback Form in due course. This will give you an opportunity to comment on the service we have provided.

Please note that we are unable to store files indefinitely. It is our policy to destroy files after two years unless there is a particular reason not to do so. If you would like us to return any of your personal papers please let me know.

I am sorry that I was not able to assist you with your complaint.

Yours sincerely



Rajdeep Tutt
Caseworker
Parliamentary Casework Team
Client Relations Office

Direct Line: 01926 823112
Extension: 2513
Direct Fax: 01926 336584
Rajdeep.tutt@lawsociety.org.uk

Enc: Legal Services Ombudsman Leaflet...