

**LEGAL SERVICES  
OMBUDSMAN**

3<sup>rd</sup> Floor  
Sunlight House  
Quay Street  
Manchester M3 3JZ  
Tel: 0161 839 7262  
Fax: 0161 832 5446  
DX 18569 Manchester 7  
E-mail: [iso@olso.gsi.gov.uk](mailto:iso@olso.gsi.gov.uk)  
Website: [www.olso.org](http://www.olso.org)  
Lo-call Number: 0845 6010794

Our Reference: 31681

**Confidential**  
**Ms N Klosterkötter-Dit-Rawe**  
**3 Jefferson House**  
**11 Basil House**  
**London**  
**SW3 1AX**

**09 December 2004**

Dear Ms Klosterkötter-Dit-Rawe

Thank you for sending us the details of your complaint. For your information, I have enclosed a leaflet which sets out the Ombudsman's role and powers and explains how she investigates complaints.

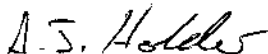
I have today asked the Law Society for their file. When we have received it, we will decide whether or not the Ombudsman should investigate the allegations you have made about their handling of your complaint.

When this decision has been taken, we will contact you again. If an investigation is to be undertaken, we will give you further information on how long it is likely to take. If no investigation is to be carried out, we will tell you the reason why.

We want to make sure that we are offering equal access to all. To enable us to monitor the position, we would very much appreciate your help in filling in the enclosed monitoring questionnaire. Doing so is voluntary. I can confirm that the information you provide will be treated anonymously and it will not affect your application. If your complaint is in the names of more than one person, you should each fill in the questionnaire using different coloured pens.

If we require any further information, we will let you know.

Yours sincerely



*ff* Helena Sims  
**Support Team**

Enc.