

LEGAL SERVICES
OMBUDSMAN

Our Reference: 31681

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

17 January 2005

Dear Ms Rawe

Re: Mr R Twyman
Piper Smith Watton

3rd Floor
Sunlight House
Quay Street
Manchester M3 3JZ
Tel: 0161 839 7262
Fax: 0161 832 5446
DX 18569 Manchester 7
E-mail: lso@olso.gsi.gov.uk
Website: www.olso.org
Lo-call Number: 0845 6010794

(A) Compare this
with Mrs
MANZOUR'S
Reply of
12 MAY 05.

We have now received the file in the case shown above from the Law Society. After reviewing your file, the Ombudsman has decided to investigate the way in which the Law Society dealt with your complaint. One of the Ombudsman's investigating officers will do this.

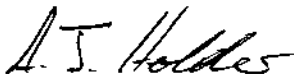
(A)

What if the Ombudsman finds in my favour?

- If the Ombudsman decides that the Law Society didn't investigate your complaint properly, she may recommend that they reconsider some or all of your complaint.
- If the Ombudsman decides that the Law Society caused you unnecessary inconvenience, distress, or loss, she may decide that the Law Society should pay you compensation. (Last year the average compensation award was £431.)
- The Ombudsman can also widen her investigation to look at your original complaint. However, this is an **unusual** step. (Last year it happened in less than 1% of cases.) She prefers to recommend that the Law Society reconsider your complaint. This is so that the Law Society can consider using their powers to award you compensation or take disciplinary action against the lawyer involved.

We deal with complaints in date order. Unfortunately, I cannot give you a precise estimate of how long it will take before we can look into your case. We normally expect to prepare the Ombudsman's report within six months at most.

Yours sincerely



Legal Services Ombudsman
Support Team