

You can contact me on:

phso.enquiries@ombudsman.org.uk

Our reference: EN-69099/0011

Your reference:

See point # 2.1 the 29 July 2010 'Get lost!' i.e. ONE YEAR AFTER receiving my complaint

In Confidence

Ms Noelle Klosterkotter-Dit-Rawe



Parliamentary and Health Service Ombudsman

Note that in her 29 July 09 letter she stated "We have carefully considered the papers..." As I point out in my 27 Aug 09 reply: she had NOT as, in my 12 July 09 complaint I HAD provided all the evidence - and supported it by a bundle of 164 documents. I knew from Sir Rifkind's 17 June 09 letter that "The Ombudsman will need confirmation that you have followed the appropriate formal complaints procedures" that this would be used as the excuse to reject my complaint.

22 September 2009

And I can tell from this letter that more excuses are yet to come to avoid dealing properly with my complaint (See my 19 Oct 09 letter to Sir Rifkind. Also of note: 'by coincidence' this letter was sent the day Mark Heath, Head of K&C police and the Police Public Access Office received my reply to the 25 Aug 09 'response'

Dear Ms Klosterkotter-Dit-Rawe

Thank you for your letter of 27 August 2009 regarding your complaint about HM Courts Service (HMCS) and the Residential Property Tribunal Service (RPTS).

As I supplied a bundle of 164 supporting docs. the only thing they can "kindly provide" are their internal notes as to why they told me to 'get lost'

We have been in further contact with both organisations that have kindly provided correspondence relating to your complaints.

We have carried out a preliminary assessment of your complaint and have concluded that it now needs more detailed consideration before we can decide whether the Ombudsman should carry out a formal investigation. Please note we have given your complaint a new reference number of EN-69099.

I will arrange for your complaint to be passed to one of our assessors, for that further consideration.

However, as I explained in my letter to Sir Malcolm Rifkind MP, of 29 July 2009 the Ombudsman is only able to consider complaints about the administrative actions of HMCS and RPTS, and cannot consider complaints about decisions on cases, or the way in which a committee or tribunal conducted proceedings.

You can contact me in the meantime.

if you have any questions in the meantime.

Yours sincerely

Customer Services Officer



Millbank Tower  
Millbank  
London SW1P 4QP

Enquiries: 0345 015 4033  
Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk