

In Confidence

Ms Noelle Klosterkotter-Dit-Rawe



Parliamentary  
and Health Service  
Ombudsman

(Took delivery  
on 15 Feb)

9 February 2010

Although not referred to (because 'inconvenient') this letter was triggered by my 2 Feb 2010 letter to, among, others, Ann Abraham, PHSO (others on letter: Sir Malcolm Rifkind; Sir Paul Stephenson, Met Com; Alan Johnson, Home Secretary)

Dear Ms Klosterkotter-Dit-Rawe

**Your complaint about HM Courts Service and the Residential Property Tribunal Service**

I write further to my colleague, Ms Pamela Micallef's, letter of 22 September 2009 and your letter of 27 August 2009 regarding your complaint against the HM Courts Service and the Residential Property Tribunal.

I would like to inform you that the previous assessor of your complaint, Ms Michelle Robinson, has recently left this Office. Accordingly, your complaint has now been passed to me for assessment. I will contact you shortly to speak about your complaint in order to clarify my understanding of your concerns and the outcome you are seeking.

In the meantime, if you have any questions about the content of this letter or our consideration of your complaint then please contact me using the telephone number or E-mail address given at the top of this letter.

Yours sincerely

Sharon Hosten  
Casework Officer