

In Confidence
Ms Noelle Klosterkotter-Dit-Rawe



I did not waste my time responding. I knew what would eventually arrive: a 'GET LOST!' - see pt 2.1

28 May 2010

Dear Ms Klosterkotter-Dit-Rawe

Nearly 4 months later

Your complaint to the Parliamentary Ombudsman

I write further to Sharon Hosten's letter to you of 9 February 2010, regarding your complaint to the Ombudsman about HM Courts Service and the Residential Property Tribunal Service. Since sending you that letter Ms Hosten has left the employment of this office, and your complaint has now been passed to me to assess whether it raises any issues that the Ombudsman can and should investigate.

Before saying anything else I would like to offer my sincere apologies on behalf of this office for the way your complaint to us has been handled so far, both in terms of the fact that I am now the third assessor to have taken responsibility for looking at your complaint, and more generally for the unacceptable amount of time you have had to wait for a decision on it. I would like to assure you that I will now treat your complaint as my highest priority, and will ensure that any further delays in addressing your complaint are kept to a minimum.

So far I have only had a brief opportunity to look through the paperwork you provided in support of your complaint, specifically the document that sets out the chronology of your dealings with HM Courts Service and the Residential Property Tribunal Service and raises your outstanding issues of concern. I intend to look into your complaint file in more detail in the middle of next week, and following that I hope to have the opportunity to speak to you on the telephone, so that we can discuss your complaint in more detail. If there is any particular time for doing this that would best suit you, please let me know; alternatively if you would prefer not to discuss matters on the telephone I am happy to correspond by letter or email.

I note that in your letter to the Ombudsman of 13 July 2009, you mention that you had hand delivered to Sir Malcolm Rifkind MP a bundle of supporting documents for

It is ONLY NOW, 10 months AFTER receiving my complaint that they ask about the bundle of supporting documents I supplied with my 12 July 2009 complaint - and specifically referred to under Q8, page 3 of the PHSO complaint form

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your complaint. I am unclear whether your intention in doing so was for this office to be able to ask Sir Malcolm's office for those documents if we required them. I ask because I have not seen the bundle of documents in question, and do not know whether they were provided to this office along with your complaint, but believe they may be helpful to my assessment. I would be grateful if you could clarify this point for me.

I hope this letter is helpful, and once again I apologise on behalf of the office for our failings thus far. If you have any questions or concerns about this letter, or if you want to discuss any aspect of your complaint or this office more generally, please do not hesitate to contact me. My direct contact details are at the top of the first page of this letter.

Yours sincerely,

James Harrigan
Assessor