

Our ref: CDT 47991-2007/SC-Sutherland CAI
Your ref:



Private and Confidential
Ms N K-Dit-Rawe
3 Jefferson House
11 Basil Street
London
SW3 1AX

Visual consistent with performance:
unable to see the true picture due to
having a majority of blind spots

Well done PR-marketing consultancy!

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30 March 2007

Dear Ms Dit-Rawe

Regulating the Profession
Your Report about Portner & Jaskel

I write further to previous correspondence in respect of this matter. This matter has been referred to me for consideration.

Our objective is to regulate solicitors in the interests of the public and users of legal services. All the information we receive as regulator of the profession is useful. Our powers enable us to discipline solicitors for misconduct (e.g. to reprimand them) and to place controls on how they practise.

Please note that we do not award compensation or provide other financial redress.

You have raised several issues about the conduct of Portner & Jaskel Solicitors. I will deal with each issue in turn.

1. You complain that Portner & Jaskel has sent you a letter in respect of the recovery of monies for a company called Rootstock Overseas Group. You deny any knowledge of this company but complain that the letter from Portner & Jaskel is threatening and harassing.

I have considered the information that you have provided and I am unable to conclude that there has been any breach of the rules in this matter. Portner & Jaskel are clearly acting on the instructions of their client in this matter. They are entitled to take a robust approach and advise you of the steps that their client is able to take if payment is not made. There is no misconduct in them doing so and I do not consider that the letter is either threatening or that it amounts to harassment. I will not be pursuing this issue further.

2. You complain that the firm has sent you deceitful and fraudulent correspondence in respect of a lease matter.

I have considered the information regarding this issue and I am unable to take the matter further. It is clear that this issue was concluded in 2006. So that we are able to carry out a fair investigation, we apply time limits to reports of professional misconduct. We normally only consider reports to misconduct if they are made to us within six months of the event in question. If we are contacted more than six months later, we may decide not to investigate.

Your matter seems to be about events outside of this time limit. This lapse of time makes it difficult to carry out a fair investigation. There do not seem to be any special circumstances to persuade us to investigate this matter. I will not be taking any further action on this issue.

If you consider that certain Acts of Parliament have been breached then those are legal issues for the courts to consider. You will need to take independent legal advice as to what steps you can take to remedy the position.

3. You complain that Portner & Jaskel are harassing your US Website host in an attempt to get the site closed.

I have considered this issue and again it is clear that the firm are acting on the instructions of and in the best interests of their client. I do not consider that they have breached any of the rules of professional conduct and I will not be taking any further action on this issue.

Whilst I appreciate that you may be disappointed with this letter, for the reasons set out above I will not be taking this matter further. I am unable to conclude that the firm has breached any of the rules of conduct and my file is now closed.

We have sent a copy of your letter to the solicitor for information only so that they are aware of your concerns.

If you have any concerns about our service please let us know. We have an internal complaints procedure to deal with these issues and we will do everything we can to resolve your concerns and respond positively to your comments.

You may also request the Legal Services Ombudsman (LSO) to complete an independent review of our file. The Ombudsman is appointed by the Lord Chancellor to review how we work. If the Ombudsman finds that we have not dealt with this matter properly she can ask us to take further action. There is a three month time limit, which starts from the date of this letter which ends on **30 June 2007** in which to make your referral to the Ombudsman.

The Ombudsman's address is:-

The Legal Services Ombudsman
3rd Floor
Sunlight House
Quay Street
Manchester
M3 3JZ

Telephone: 0161 839 7262
Telephone: 0845 601 0794 (lo-call number)
Fax: 0161 832 5446

NO, I will not go back to the 'rubber-stamping office' of the Law Society (and Bar Council)

Mrs Manzoor has wasted more than enough of my time as it is

Email: iso@olso.gsi.gov.uk
Website: www.olso.org

Please note that we are unable to store files indefinitely. It is our policy to destroy files after two years unless there is a particular reason not to do so. If you would like me to return any of your personal papers please let me know.

Yours sincerely



Alex Sutherland
Caseworker
Conduct Assessment and Investigation Unit

Encl. Information Leaflet: ISO42
LSO Leaflet

**** Please quote our above reference whenever contacting us ****
If corresponding by e-mail please quote our reference in the subject heading