

Our Ref: 32563

**Confidential**

**Ms N Klosterkötter-Dit-Rawe**  
**3 Jefferson House**  
**11 Basil Street**  
**London**  
**SW3 1AX**

**01 April 2005**

Dear Ms Klosterkötter-Dit-Rawe

Thank you for your recent enquiry.

Please refer to the enclosed leaflet, which summarises the Ombudsman's role and powers. As you will see the Ombudsman's primary function is to investigate the way in which complaints about lawyers have been dealt with by the relevant professional body. However, it appears from what you have told us in the application form that the Ombudsman is unable to help because the Bar Council are still investigating your complaint and there are no strong reasons which would justify the Ombudsman's involvement at this stage.

At the conclusion of the professional body's investigation, if you remain dissatisfied with the way they have dealt with your complaint or the decision reached, you will have the right to refer the matter to the Ombudsman. However, you must write to the Ombudsman, setting out the reasons why you are dissatisfied, within **three months** of the date of the professional body's final decision letter, unless there are special circumstances which prevent you from doing so.

I am sorry that we are unable to help you at this stage.

Yours sincerely



 Steve Lees  
**Operations Manager**

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