

5 October 2004

- Events discussed under **Local Government Ombudsman**  
- Snapshots: **Doc library # 5.3 & # 5.4**



The Commission for  
Local Administration in England

- Ms N Rawé  
3 Jefferson House  
11 Basil Street  
London  
SW3 1AX

**Tony Redmond**  
Local Government Ombudsman

**Peter MacMahon**  
Deputy Ombudsman

Our ref: 04/A/09480/PBM  
(Please quote our reference when contacting us)

**If telephoning contact: Pat Moriarty on 020 7217 4641**  
**or, if using e-mail, send to: [p.moriarty@lgo.org.uk](mailto:p.moriarty@lgo.org.uk)**

Dear Ms Rawé

### Your complaint against the London Borough of Kensington and Chelsea

The Local Government Ombudsman has asked me to consider your complain against the London Borough of Kensington and Chelsea and to write to you.

The Local Government Act 1974 says that, before investigating a complaint, the Ombudsman must be satisfied that the Council knows about the complaint and has been given an opportunity to investigate and to reply.

From the information you have supplied, it appears to me that although you have been in contact with the Council for some time about the problems you were having with your leaseholder, you first made a complaint about the service the Council was giving you when you wrote to Councillor Ritchie on 30 August 2004. So it seems to me the Council may not yet have had a reasonable opportunity to deal with your complaint. So:

- I will send a copy of your complaint to the Council and ask the Chief Executive to put it through the Council's own complaints procedure, to keep you informed of progress, and to let you know the outcome.
- For the moment you need take no further action on your complaint. Once the Council has considered your complaint, if you are still unhappy, please send me the papers and say why you are dissatisfied.


To which he could have added: 'as long as you don't challenge us'

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- If I do not hear from you within the next 8 weeks, I will write to you again to see if you are satisfied with the outcome.

Yours sincerely

A handwritten signature in black ink, appearing to read "Patrick Moriarty". The signature is written in a cursive style with a large initial 'P' and a long, sweeping tail.

Patrick Moriarty  
Investigator