

5 October 2004



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**

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.

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10th Floor Millbank Tower
Millbank London SW1P 4QP
Tel 020 7217 4620 Fax 020 7217 4621
email enquiries.london@lgo.org.uk
DX 2376 Victoria 1
www.lgo.org.uk

- 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, flowing style with a long, sweeping tail on the final letter.

Patrick Moriarty
Investigator