
From: Rawé, Noëlle
Sent: 17 November 2004 10:01
To: 'Pat Moriarty'
Cc: jon.morcom@rbkc.gov.uk; gifty.edila@rbkc.gov.uk
Subject: RE: Complaint by Ms N Rawé of 3 Jefferson House, 11 Basil Street, London SW3 1AX

NOTE: PLEASE NOTE THAT THIS EMAIL IS SENT IN MY PERSONAL CAPACITY AS LESSEE OF FLAT 3 JEFFERSON HOUSE, 11 BASIL STREET, LONDON SW3 1AX AND NOT IN MY CAPACITY AS AN EMPLOYEE OF

04/A/09480

Dear Mr Moriarty

I acknowledge receipt of your email dated 16 November 2004 (below) addressed to Gifty Edila, Director of Law & Administration, RBK&C and Jon Morcom, RBK&C, on which you copied me.

In your email you state: *"...I have seen a copy of the response which was sent to the complainant. The complainant has written to us again saying she is not satisfied with this response and asking us to investigate her complaint. We will treat this as a new complaint which will be registered in due course"*

Given that, in your letter to me of 5 October 2004 (see attached) you stated:

"The Local Government Ombudsman has asked me to consider your complaint...For the moment you need to take no further action on your complaint...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"

I consequently assume that your statement *"We will treat this as a new complaint which will be registered in due course"* is an error.

Please confirm, including the actions you are going to take to pursue my complaint.

Thank you

<< File: 04.10.05_LGO_SntMyCmplt2_RBKC(04.A.09480.PBM).PDF >>

Yours sincerely
Noëlle Rawé

-----Original Message-----

From: Pat Moriarty [mailto:p.moriarty@lgo.org.uk]
Sent: 16 November 2004 09:39
To: gifty.edila@rbkc.gov.uk
Cc: jon.morcom@rbkc.gov.uk; Rawé, Noëlle
Subject: Complaint by Ms N Rawé of 3 Jefferson House, 11 Basil Street, London SW3 1AX

Dear Ms Edila

Our reference 04/A/09480

I referred this complaint to you on 5 October as a premature complaint and I have seen a copy of the response which was sent to the complainant. The complainant has written to us again saying she is not