

The Office for the Supervision of Solicitors
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE

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

For a snapshot of the (typical) blind eye to the evidence and psychological harassment tactics by the Law Society - see **Doc Library # 2.2**
For what it was protecting, see **Extortion and Kangaroo courts # 1 and # 2**

(By Recorded Delivery)

cc. Mr Ian Skuse, Complaints Partner, Piper Smith & Basham – including form and supporting 39-page document

16 March 2004

Dear Madam / Sir

This is a complaint against Mr Richard Twyman and Ms Lisa McLean of Piper Smith & Basham, London, for abuse of fiduciary relationship, negligence, non-compliance with client instructions and use of intimidation and coercion tactics in relation to a 'Landlord-Tenant' service charge dispute with Steel Services represented by Cawdery Kaye Fireman & Taylor, solicitors (CKFT)

Please find enclosed a completed 'Complaint form' (Your Ref: 38 942 – 2004 MP/CAU) ¹ against Mr Richard Twyman and Ms Lisa McLean, Piper Smith & Basham, 31 Warwick Square, London SW1V 2AF.

This form is supported by the following documents:

- 1) A 'summary of complaint' of 5 pages – in reply to 'Part 7' of the form. These 5 pages are included as part of a 39-page document developed as a means of providing supporting evidence to the summary – and in order to avoid unnecessary delay in dealing with this complaint ²
- 2) My letter to Piper Smith & Basham, dated 2 December 2003 ³, requesting the assistance of the Managing Partner, Mr Robert Berns, and of Mr Ian Skuse, Complaints Partner in resolving the matter
- 3) Their reply dated 18 December 2003 ⁴
- 4) My reply to their letter of 18 December 2003, dated 24 January 2004 ⁵
- 5) Their reply to my letter, dated 30 January 2004 ⁶

I would be most grateful for your consideration of this complaint and look forward to hearing from you.

Yours faithfully

N Klosterkotter-Dit-Rawé

¹ Completed 'Complaint form', Ref 38 942 – 2004 MP/CAU, dated 16 March 2004

² My 5 page 'Summary of complaint' and remaining 34 pages comprising supporting evidence

³ My letter of complaint to Piper Smith & Basham, dated 2 December 2003

⁴ Letter from Piper Smith & Basham, dated 18 December 2003

⁵ My letter to Piper Smith & Basham, dated 24 January 2004

⁶ Letter from Piper Smith & Basham, dated 30 January 2004

Royal Mail®
 recorded *1st or 2nd class*
Signed for

Standard postal service with signature and barcode scanning on delivery. Ideal for items you might need to prove were received, like job applications or legal documents

Use **Special Delivery** for guaranteed next morning delivery with the security of barcode tracking throughout and compensation for loss or damage details of where your item is going

Name Ian Skuse
 Building name or number and street Riverbank Rd
 Postcode complete in full SW1V 2AF

Reference **RE 8731 9576 9GB**

barcode label to top left of package

Royal Mail
special delivery 

guaranteed by 12 noon **next day**

to Name OSS Victoria Ckt
 Address 8 Portman Ckt
Bedminster SpA
 Postcode WARRICK Lane
CV3 2 5AF

Moneyback guarantee for delay. You can claim compensation of up to £250 for lost or damaged items.

- Tick if you want a higher than standard compensation limit (this costs more).
 Tick one level Up to £1,000 Up to £2,500
- Write your address below.
- Hand this label and your package in at a Post Office® branch.

Ref: **ZU 1076 1063 6GB**