

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

(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

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