

## Consumer Complaints Service

Resolving complaints about solicitors

The Law Society  
Victoria Court  
8 Dorner Place  
Leamington Spa  
Warwickshire CV32 5AE  
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Tel 01926 820082  
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Our Ref: CRO/45399-2004/RT4/AA1/R TUTT CRO

Your Ref:

### Private and Confidential

Ms N KlosterKotter Dit-Rawe  
3 Jefferson House  
11 Basil Street  
London  
SW3 1WS



The Law Society

27 April 2004

Dear Ms KlosterKotter-Dit-Rawe

### Your complaint against Piper Smith & Basham

For a snapshot of events see  
**Doc Library # 2.2**  
It was an introduction to  
(typically) rejecting my complaint

Further to our letter dated 1 April 2004, I would confirm that your complaint has now been allocated to me.

I will be reviewing your file shortly, and will then write back to you explaining how I will deal with your complaint.

Having looked through the file very briefly, I noticed that you are looking to be reimbursed of your costs of £5,000. In addition to this, you want compensation for your distress and inconvenience, and you are looking to recover your financial loss, which includes your loss of earnings. (A)

This Office is limited to awarding compensation up to a maximum of £5,000, and in most cases, a much lower sum is awarded. In the majority of cases, awards by this Office fall below £500. I would therefore advise that if you are looking to recover such a large amount of money from the solicitors, you should seek independent legal advice in respect of pursuing a legal claim against the firm.

The Law Society Records Department holds a database of all practising solicitors in England and Wales. They will be able to provide you with details of a solicitor in your local area, specialising in this area of law. I provide their contact details for your convenience: (B)

Law Society Records Department  
0870 606 6575

Many firms offer initial advice sessions for free, during which they will advise you of the merits of your case. If on the basis of the advice you receive, you decide to pursue a claim against the solicitors, the solicitors' costs will then become chargeable.

If you did decide to pursue Court action against the solicitors, I would close my file temporarily. If then, at the conclusion of your proceedings, there were outstanding issues which needed to be investigated, your file would be re-opened.

(C)

I understand that having been through the amount of litigation that you have, you may not wish to pursue a legal claim against the solicitors, in which case, I will proceed with my investigation.

Please let me know if you would prefer for your file to be closed whilst you seek independent legal advice.

(D)

I have also received your letter dated 18 April 2004. As requested, I enclose a complaint form. I understand that CKFT solicitors were acting for Steel Services in this matter. This Office will only investigate complaints of Inadequate professional service, where they are made by the solicitor's own client. You were not a client of CKFT. We will only investigate complaints by non-clients where they raise issues of professional misconduct. I enclose a copy of our 'Can We Help?' booklet, which explains this in more detail.

I hope that this information has been helpful to you, and I hope that I will be able to help you in reaching a satisfactory conclusion to your complaint.

If you have any queries, or if you wish to discuss your complaint further, please do not hesitate to contact me on the number provided below. I am in the Office from 8am until 4pm, Monday to Friday, and will be pleased to assist you.

Yours sincerely

R. Tutt

Rajdeep Tutt (Ms)  
Caseworker  
Client Relations Office

Direct Line: 01926 823112  
Extension: 2513  
Direct Fax: 01926 336584  
Rajdeep.Tutt@LawSociety.Org.UK

Enc: Complaint Form  
'Can We Help?' Booklet.

If I am unavailable when you call, please speak to Amundip Atwal, Customer Services Officer, on direct dial telephone number 01926 822059 who will be glad to assist in my absence.

**\*\*Please quote our above reference whenever contacting us\*\***

A letter that screams out: "We don't want to deal with your complaint! Go AWAY!"

(A) We can give you up to £5000, but if that's what you want, see a solicitor

(B) So helpful! I AM complaining about a solicitor and the emphasis is on throwing me at another one!

(C) AT LAST, some recognition!

(D) AGAIN: immediate emphasis on 'No'