

## Consumer Complaints Service

Reviewing complaints about solicitors

Our Ref: CRO/45399-2004/RT4/AA1/R TUTT CRO

Your Ref:

### Private and Confidential

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

3 September 2004

And the **'Frustrate and discourage tactics' (header 2)** continued with the Law Society...

...- eventually leading me to send it this **30.11.04** letter in which I replied to all the correspondence, as well as captured the events over the previous 5 months  
For a snapshot of events see **Doc Library # 2.1 and # 2.2**

The Law Society  
Solicitors' Complaints  
Scheme Panel  
Law Society House  
Warwick Road, VIC 03 03  
101 Sturt Street, Melbourne  
VIC 3000  
Tel: 03 9499 4411  
Fax: 03 9499 4422  
www.lawsociety.org.uk



The Law Society

Dear Ms Klosterkotter-Dit-Rawe

### Your complaint against Piper Smith Watton Solicitors

Thank you for your letter dated 16 August 2004. You say you would prefer to await the solicitor's further response before replying. I am happy for you to do that.

As you are aware, in my letter to the solicitors dated 3 August 2004, I asked them to respond within 14 days. Due to holidays, and the complexity of your case, the solicitors requested an extension of time to 31 August 2004. I agreed to extend the time limit.

I called Mr Skuse today to chase his response and he informed me that he sent his comments on 25 August 2004. I have not received his letter, and it may be that it has been delayed in the post. Mr Skuse offered to fax a copy to me but given the length of the document, with enclosures, I advised him that I would wait to receive the letter he had posted.

As soon as I have received Mr Skuse's comments, and have had opportunity to review them, I will forward a copy to you. If you have any queries in the meantime, please contact me on the number provided below.

Yours sincerely

Handwritten signature of Rajdeep Tutt.

Rajdeep Tutt (Ms)  
Caseworker  
Client Relations Office

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

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\*\***