

Ms Rajdeep Tutt
Caseworker
Client Relations Office
Consumer Complaints Service
(Formerly 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

My 30.11.04 follow-up letter
to the Law Society

(By Recorded Delivery)

Your ref: CRO/45399-2004/RT4/AA1/R TUTT CRO

(My complaint against [Mr Richard Twyman and Ms Lisa McLean, Piper Smith & Watton](#) (previously Piper Smith & Basham), London)

28 October 2004

Dear Ms Tutt

I acknowledge receipt of your letter dated [19 October 2004](#), received on 20 October, to which you attached a letter from you to me dated [22 September 2004](#) and a letter from Mr Skuse, Piper Smith & Watton, addressed to you, dated [25 August 2004](#), as well as enclosures.

Your correspondence of 19 October 2004 follows a telephone call you made to me the previous day asking me when I was going to reply to your letter of 22 September. I informed you that I had not received it and, hence, I had not received a reply to my complaint since **your letter of [3 August 2004](#)** in which you stated:

Under point 8: "I cannot see that the solicitors' letters addressed all of the issues you raised...I attach a copy of the letter I am sending to the solicitors today, in relation to the complaints I will be investigating further."

As, in this letter, **you asked that I nonetheless reply**, in my letter to you of [16 August 2004](#) I wrote: "**As you are still in the process of obtaining a response from Piper Smith Watton to parts of my complaint, I will await a complete reply from you before responding**".

In your [3 September 2004](#) reply you wrote: "**You say you would prefer to await the solicitor's further response before replying. I am happy for you to do that...** As soon as I have received Mr Skuse's comments and have had opportunity to review them I will forward you a copy"

I will now consider your replies of [3 August 2004](#) and [22 September 2004](#) and will respond to you by the end of November.

Yours sincerely

N Klosterkotter-Dit-Rawé