

Consumer Complaints Service
Resolving complaints about solicitors

Our Ref: CRO/45399-2004
Your Ref:

The Law Society
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire CV32 5AE
Dx 292320 Leamington Spa 4
Tel 01926 820082
Fax 01926 431435
www.lawsociety.org.uk

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



The Law Society

06 January 2005

Dear Ms Kloster Kotter Dit-Rawe

Complaint about Piper Smith & Watton

I understand that you have asked the Legal Services Ombudsman to look at how we dealt with your complaint. I have therefore sent our complete file to her today. Any further letters we receive from you will be sent to them to be put on our file.

When the Ombudsman has completed her investigation, she will send copies of her report to you, the solicitors and us. If she asks us to take further action we will get in touch with you as soon as possible.

Yours sincerely



Rej Dulay (Mrs)
Customer Services Officer
Client Relations Office

Direct Line: 01926 822093
Extension: 2293
Direct Fax: 01926 336584
rej.binder.dulay@lawsociety.org.uk

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