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Our reference: EN-62245/0033
Your reference:

= The corrupt lapdog of 'the Brotherhood' (My Diary # 2.5)

In Confidence
Ms Noelle Klosterkotter-Dit-Rawe



29 July 2009

Dear Ms Klosterkotter-Dit-Rawe

Rt Hon Sir Malcolm Rifkind MP has referred your complaints against HM Courts Service and The Residential Property Tribunal Service to the Parliamentary Ombudsman. Please find a copy of my reply. = The one 'your' MP Rifkind dictated to me

If you would like to discuss your complaint with me, please do not hesitate to contact me at the address or telephone number on this letter.

Yours sincerely

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In Confidence
Rt Hon Sir Malcolm Rifkind MP
House of Commons
London
SW1A 0AA



29 July 2009

Dear Sir Malcolm

Ms Noelle Klosterkotter-Dit-Rawe,

- I **knew** from Rifkind's letter of **17.06.09** that "*The Ombudsman will also need confirmation that you have followed the appropriate formal complaints procedures*" - that **it would** be used as an excuse to reject **my legitimate 12 July 09 complaint: form; answer to Q5** - supported by a **bundle** of 164 documents; **covering letter**.
- I challenged their morally depraved 'reply' in my **27.08.09** reply - **leading to a U-turn** in the **22.06.09** response
- **1 year later** - the **PHSO = Rifkind** changed tactic by using **different excuses** 'to support' their **29.07.10** 'get lost!' - **PHSO # 2**

On the 15 July 2009 you referred a complaint to the Parliamentary Ombudsman from Ms Klosterkotter-Dit-Rawe. Her complaint is about HM Courts Service (HMCS) and The Residential Property Tribunal Service (RPTS). We have carefully considered the papers you sent but for the following reasons we have decided not to accept Ms Klosterkotter-Dit-Rawe's complaint's for investigation.

The Parliamentary Ombudsman can in principle, investigate complaints against HMCS and RPTS. However, before she would consider doing that, she would usually expect a complainant to have completed the department concerned own complaints procedures.

I have made enquiries with both organisations and it is clear that Ms Klosterkotter-Dit-Rawe has not completed HMCS and RPTS complaints procedures.

With regard to HMCS they have a 3 tier complaints system. In the first instance a written complaint should be put to the Manager of the court concerned. If having exhausted this tier the complaint can then be forwarded to the Area Director, the final tier after this is to contact the Customer Service Unit. I have provided the website details below where information can be obtained about HMCS complaints process.

<http://www.hmcourts-service.gov.uk/infoabout/complaints/index.htm>

RPTS has also confirmed that they hold no records showing that Ms Klosterkotter-Dit-Rawe has gone through their complaints procedure. See LVT # 7 ; Doc library # 1.1 and # 1.2

Contrast with one year later, in their 29.07.10 'get lost', para.12: "[I] do not appear to have received a clear explanation from RPTS of how these potential administrative failings (!!!!) occurred."



I should point out that the Ombudsman is only able to consider the administrative actions of HMCS and RPTS, and cannot consider complaints about decisions on cases, or the way in which a committee or tribunal conducted proceedings.

I have enclosed a copy of RPTS's leaflet which outlines their complaints process in more detail.

If after Ms Klosterkotter-Dit-Rawe has completed the complaints procedure for HMCS and RPTS, she remains unhappy, she can then refer the matters back to the Ombudsman's office either through you, or directly to us. She will not need a further referral from you. If Ms Klosterkotter-Dit-Rawe does return to us directly, we will of course let you know.

If you would like to discuss this matter further please contact me on the telephone number on this letter.

I have sent a copy of this letter to Ms Klosterkotter-Dit-Rawe.

Yours sincerely



budsman

cc: Ms Klosterkotter-Dit-Rawe