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Ms Kolsterkotter-Dit-Rawe

Your Reference: 7WL00675

Our Reference: LC-07-385

Date: 20 December 2007

Dear Ms Kolsterkotter-Dit-Rawe,

Roostock Overseas Corp v Klosterkotter-Dit-Rawe
West London County Court
Case Number: 7WL00675

I am writing further to your letter dated 13 November 2007 regarding your complaint about West London County Court, which was forwarded on from Kevin Pogson's office for me to look into on behalf of the Area Director, Linda Lennon.

I am sorry that you have had concern to complain about the Court and I apologise for the delay in dealing with this. I have received a report from the Court following their investigation into your concerns and I am now in a position to respond to the issues you have highlighted.

Your letter of complaints indicated that the Court delayed the **adjourned hearing for three and half months.** I have been informed by the Court that the reason of this was that the first available date to re-listed your claim was on 24 August 2007, the Court listed was fully booked from May to July 2007.

The Court has informed me that they received your Defence and Counterclaim bundle on 13 September 2007, there was **Counterclaim fee of £1700 payable**, which is the reason why you were required to pay £1700 is that in your Counterclaim you stated that

"The Defendant - a litigant in person demanding payment of the sum of £10,356.59, comprising £8,937.28 for charges, £1,069.31 of interest, £250 court fee and £100 of Solicitors fees",

Once the court totalled the sum of the counterclaim it was £20713.18. A letter was sent to you on 27 September 2007 stating that if the court does not received fee of £1700 **by 5 October 2007**, your Counterclaim would be **automatically be struck out.**

The Court has informed me that there was a delay in **sending the tapes** to the transcribers as the tapes were with another transcriber who was preparing another transcript for another case that was heard on the same day as your matter. The tapes were then forwarded to another transcribers on 1 October 2007. The transcript was then forwarded to the Court for

approval by the Judge on 14 November 2007 and was then sent back on the same day to the transcribers to be amended.

The Court has informed me that following your **letter of 2 October 2007** they have at your request, been referred to a District Judge. The contents of your letter are noted. However it is not the functions of the court to enter into detailed correspondence with the parties to litigation about the merits of points taken in pleadings or other aspects of the case.

I hope that I have been able to address the issues you have raised in your letter and that this matter can now proceed without any further delays.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Suki Bhangra', written in a cursive style.

Suki Bhangra
Customer Service Officer
London Civil & Family Director's Office