

12 January 2009

Private and Confidential

Mr S Poultney

Spenser_poultney@hotmail.com

Our Ref:

Your Ref:

Dear Mr Poultney

Your complaint about FDC Law

Thank you for your letter of 18 December 2008, received on 24 December 2008.

Following the Christmas break I have now had the opportunity to review your letter and would offer the following comments.

As you rightly indicate, although the procedure does require the complaint to come to us in the Legal Complaints Service (LCS) first, the issues raised are properly within the jurisdiction of the Solicitors Regulation Authority (SRA). I have therefore referred your letter to our colleagues in the SRA and you should hear from them shortly.

I trust the above is of assistance.

Yours sincerely

David Clare
Customer Services Manager
Complaints Centre 2

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