

Our Reference: 43877

**PROTECT - PERSONAL**

**Mr S Poultney  
Endersley  
Welton Road  
Radstock  
BA3 3UD**

**19 May 2009**

Dear Mr Poultney

**Re: The Senior Partner  
FDC Law**

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We have now received the file in the case shown above from the Solicitors Regulation Authority (SRA). After a preliminary consideration of your file, the Ombudsman has decided to investigate the way in which the SRA dealt with your complaint. An Investigating Officer will do this and then draft a report to the Ombudsman for her consideration.

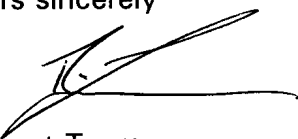
**What if the Ombudsman finds in my favour?**

- If the Ombudsman decides that the SRA didn't investigate your complaint properly, she may recommend that they reconsider some or all of your complaint.
- If the Ombudsman decides that the SRA caused you unnecessary inconvenience, distress, or loss, she may decide that the SRA should pay you compensation.

The majority of cases are completed within 4 months of receiving the SRA's file. If your case is likely to take longer for any reason then we will write to you again. You can find details on how the Ombudsman will deal with your complaint either in the leaflet we sent to you previously or on our website at [www.olso.org](http://www.olso.org) If we need any more information, we will contact you.

**PLEASE NOTE:** The Ombudsman is required to issue a copy of her report to the SRA and to the lawyer(s) concerned. The report will have your address on. If you do not want your address to be disclosed to the lawyer(s), please write to inform us.

Yours sincerely



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