

Our Reference: 43877

**PROTECT - PERSONAL**

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

**24 February 2009**

Dear Mr Poultney

Thank you for sending us the details of your complaint. For your information, I have enclosed a leaflet which sets out the Ombudsman's role and powers and explains how she investigates complaints.

I have today asked the Solicitors Regulation Authority (SRA) for their file. When we have received it, we will decide whether or not the Ombudsman should investigate the allegations you have made about their handling of your complaint.

When this decision has been taken, we will contact you again. If an investigation is to be undertaken, we will give you further information on how long it is likely to take. If no investigation is to be carried out, we will tell you the reason why.

We want to make sure that we are offering equal access to all. To enable us to monitor the position, we would very much appreciate your help in filling in the enclosed monitoring questionnaire. Completing the form is not compulsory. I can confirm that the information you provide will be treated anonymously and it will not affect your application. If your complaint is in the names of more than one person, you should each fill in the questionnaire using different coloured pens.

If we require any further information, we will let you know.

Yours sincerely



**Gavin Brown**  
**Operations Manager**

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