

Our ref: CDT/33561-2003



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Mr S Poultney
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15 May 2009

Dear Mr Poultney

**Regulating the profession
Report about FDC Law**

Thank you for your recent correspondence. Please accept my apologies for the delay in providing you with a detailed response.

I am sorry to learn of the delays in forwarding your file to the Legal Services Ombudsman.

As you are aware our file has been returned to our offices at our request from the Legal Services Ombudsman to enable us to carry out a full review of our file.

On completion of our review, it is evident that a request was received from the Legal Services Ombudsman on 23 March 2009 and a further request received on 6 April 2009. However, both requests detailed reference CDT/56504-2008, of which you will be aware was created in error and led to confusion when locating the file. Although I appreciate this will be of little consolation to you, I trust this explains our position with the delays you experienced. You will be aware that a first request was sent to the Solicitors Regulation Authority in February 2009 which unfortunately I am unable to locate a record of and therefore I am unable to offer any reasonable explanation.

As soon as it was realised that the Legal Services Ombudsman's request related to CDT/33561-2003, our file was located and duly sent to the Legal Services Ombudsman.

I would like to take this opportunity to apologise for the administrative errors that occurred during this time. I confirm that your email dated 16 April 2009 together with this letter have been reviewed by the Quality Team.

Your file and a copy of this letter have been returned to the Legal Services Ombudsman for a full review to be completed.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K. Liptrot', with a long horizontal stroke extending to the right.

Karen Liptrot
Team Leader
Outsourcing & Operations Support Unit

****Please quote our above reference whenever contacting us**
If corresponding by e-mail please quote our reference in the subject heading**