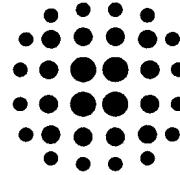


Our Ref: CDT/33561-2003/Kelly CIU



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16 April 2009

Dear Mr Poultney

**Regulating the profession
Your Report about FDC Law**

I understand that you have asked the Legal Services Ombudsman to look at how we dealt with your matter. I have therefore sent all of the papers to her today. If you send us any further letters, we will forward these to the Ombudsman to be put with the rest of the papers.

When the Ombudsman has completed her investigation, she will send copies of her report to you, the solicitors and us. If she asks us to take further action we will get in touch with you as soon as possible.

Yours sincerely

Alison Kelly (Miss)
Customer Services Officer
Conduct Investigation Unit

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

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