

considering contacting the Legal Ombudsman then this will now have to be resolved as a matter of urgency.

I need confirmation as to whether Simon wants Michael himself, or Edel to investigate the complaint. Again if Simon can confirm this in writing please so that I can get this matter resolved, hopefully to the satisfaction of all parties. I understand that you are saying that Simon does not have a problem with me but I am the designated fee earner on the file and as such I have the overall responsibility, the buck stops with me.

The case papers have arrived this morning and I will scan and email you a copy before the close of business today. Can you please confirm dates when Simon will be available to attend the office to give his instructions on the case papers so that a defence case statement can be prepared.

Lorraine unfortunately I cannot now deal with Simon's case until his complaint has been resolved and another case worker will have to be resolved in the interim.

Please confirm the name of the person you want this investigate this matter by return email.

Regards

Josephine