

I did intend to call at your address this weekend but I was on duty and I had to deal with a complex rape at Colindale on Sunday. This case lasted all day. I can only apologise for this.)

If you do not believe that Michael can investigate and deal with your complaint then I must now advise you to address your complaint regarding this matter to Edel Speirits at the West London office. Her email is edel@michaelcarrollandco.com. If you are not satisfied with her resolution of the complaint then you can then proceed to complain to the Ombudsman.

I am sorry that Simon feels this way and I am sorry that you are disappointed in my conduct of this case.

I will forward this email to Michael Carroll in the morning but if you decide over night that you do not want Michael involved in the complaint and want to include him in the complaint then please confirm this so that I can forward your email to Edel Speirits.

Regards

Josephine Ward (Associate Solicitor)