

110A Sylvan Avenue
Wood Green
Haringey
London
N22 5HY

11th September 2019
Dear Sirs,

Formal Complaint

This is my **second** formal complaint, as such, I want this handled at **stage two**.

On **27th August 2019**, I submitted my first **formal complaint**.

On **11th September 2019**, you responded.

My complaint had two related aspects, my **Subject Access Request** and My LLA bill of **£240.19**

Aspect: Subject Access Request

Your response

“With reference to your Subject Access Request:

You have asked why you were not provided with copies of your telephone calls after you were informed that all calls to the agency are recorded? Copies of your calls were not requested in your SARS correspondence so were not provided in response.”

My Request

“Things I'm particularly interested in

3. Communication between myself and the Legal Aid Agency”

I am going to let you explain the logic of that. Please note the ICO has been made aware and a complaint will be logged.

Aspect: £240.19 Bill

Your response completely failed to address the comments of **Legal Ombudsman Or Tyrer Roxburgh's** own email of **2nd January 2018**.

On **2nd January 2018** Ronak Ahmed <ronak@tyrerroxburgh.co.uk> from Tyrer Roxburgh
Sent me the following email

“Dear Mr McMorro

I trust you had a peaceful Christmas period. Towards the end of last year I was absent on leave so was not in the office much.

I am sorry to say that your legal aid was cancelled by the Legal Aid Agency as we failed to submit a substantive application. You will recall that we submitted an emergency application and we were required to submit a substantive application within specific time limits. I confirm that I have appealed the cancellation and once I receive a response I will be in touch. If the appeal is not successful, we will submit a fresh application on your behalf.

Following a discussion with the partner at this Firm, I can confirm that you will not be charged any fees for any work due to the lapse of legal aid. I can also confirm that we will continue working on your case as normal so you are not prejudiced.

Again, I am sorry for this failure on our part.”

In this message, they (**Tyrer Roxburgh**) take **responsibility** for the error. Keyline is “**Following a discussion with the partner at this Firm, I can confirm that you will not be charged any fees for any work due to the lapse of legal aid.**”

This bill is **3 Years** old. I was not asked to approve the invoice by either **Tyrer Roxburgh** or the **Legal Aid Agency**

Daniel McMorrow