

Private and Confidential

Mr D McMorrow
110A Sylvan Avenue
London
N22 5HY
United Kingdom

24 April 2020

File Reference: F066008

Dear Mr McMorrow

Your complaint about Tyrer Roxburgh Solicitors LLP

Tyrer Roxburgh Solicitors LLP have told me they think that your complaint should be dismissed under Rule 5.4 (c) of the scheme rules.

The firm think that your complaint should not be considered by the Legal Ombudsman under 5.7 (d):

“the complainant has previously complained about the same issue to the Legal Ombudsman or to a predecessor complaints scheme”

If you disagree with this please let me know why by no later than 1 May 2020. If you have any documents that support your view, please also send these with your comments.

Any comments or documents provided will be passed to an ombudsman. The ombudsman will then make a decision, and let you know whether we can continue to consider your complaint.

Our Scheme Rules, a copy of which can be found on our website, explain what we can and cannot consider.

Please let me know if you have any questions.


LEGAL
OMBUDSMAN

Yours sincerely

Israr Nabi

I. Nabi

Investigator - RC7

Legal Ombudsman

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