

Michael was aware of the calls made by Simon to the office. I tried to deal with Simon's case personally and usually I do. e.g. Going to Birmingham Police Station in 2012, attending home address after his remand from Camberwell Green Magistrates Court to draft bail application.

I am not sure what happened when I was on annual leave but based on your email it appears that the complaint should be directed against me as I am the fee earner and I am meant to supervise case workers. Michael is the Principal of the Firm and not the fee earner on this case. The case workers knew I was contactable by email and did not contact me. Michael Carroll has had no dealings with this case.

(Since returning from annual leave I have dealt with 2 complex rapes, 3 GBH and a police station duty to date.

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)