

Mr Andrew Hall

16 February 2018

Our Reference: ICR/029/17

Dear Mr Hall

### **Complaint against HM Land Registry**

In our telephone conversation this morning you told me about your complaint about HM Land Registry (HMLR). I have now had opportunity to discuss what you told me with the ICR and have read the complaint responses that HMLR sent you.

I have enclosed a copy of the ICR's leaflet which describes the ICR's role and remit and also the possible outcomes if a complaint is upheld.

If you wish to proceed and the ICR agrees to investigate your complaint, we will prepare a chronology of the background to the complaint and agree with you the specific issues for investigation. At this stage, I think the issues would be likely to include,

- Whether HMLR followed appropriate procedures when it completed the application for first registration of The Stables in 2013.
- Whether HMLR responded appropriately to the concerns that you raised in your telephone calls on 22 November 2017 and 25 January 2018.

Please let me know in due course if you do wish the ICR to investigate your complaint. You can use the attached form or complete our [form](#) online.

Yours sincerely

Chris Jackson