

Dear Mr Spolander

I have addressed this to you as my past experience of writing to senior executives tells me most merely pass it to a subordinate. Yours was the only subordinate name I could find on the Fasttrack page of your website but, no doubt, you will also fob me off with someone lower down the organisation.

However, the reason I am writing is that the attached letter arrived on Saturday morning threatening action for alleged non-payment of monies. Putting aside the fact that the letter is extremely unhelpful and discourteous – a characteristic that seems to be a Lester Aldridge speciality – it is, as I understand it, also illegal to harass or threaten anyone without due cause.

As all my payments under this ridiculous court order have been made on or before the appointed date each month, I telephoned your company this morning and spoke to a Mrs Lovelace who claimed no payments had been received since September, i.e. no payments for October and November. Even if this was the case, you would have no right to demand £200 as the November payment of £100 is not due until the 28th and your letter is dated 24th November.

The whole episode with Toyota started with a false accusation of non-payment which Toyota/LA failed to acknowledge even when I proved it had been paid so this latest incident leaves me with a sinister feeling of deja-vu. Since Toyota compounded their original error with a series of blatant lies and cover-ups, I never had any good reason to think their accounting methods could be trusted nor, as I explained to Mrs Loveless, did I feel I could extend any trust to Lester Aldridge after the way they handled my case. At this point, Mrs Loveless warned me that I should be careful what I said as Lester Aldridge is [quote] “a company of solicitors”.

Is it standard practise in your profession to suggest that merely being a solicitor is a cast-iron guarantee of righteousness and integrity beyond reproach or question? Does such a threat work with most people? Well let me tell you that two of the most dishonourable men I ever met in business were both solicitors so I now tend to treat all solicitors with suspicion. In the case of Lester Aldridge, who did nothing to enhance my opinion of solicitors, I can be far more specific and say that, from personal experience, your company is not only lacking in competence, it is a little more than a pariah trading on the misfortunes of others without any real concern for integrity or justice – a point I can prove quite easily. In just the same way that I can prove I made the payments for October and November at the appointed times.

May I suggest, therefore, that you instruct your staff to ensure they can prove their accusations before they send out threatening letters and perhaps also advise them that they do not issue any ridiculous warnings suggesting that a debt collection company is beyond criticism merely because it acts under the auspices of solicitors.