

# **RE: Mrs ROSALIND FRANKLIN of DIGGORY PRESS / EXPOSURE PUBLISHING / MEADOW BOOKS**

## **LIST OF SELECTED EMAIL COMPLAINTS AS OF DECEMBER 2007**

Any authors who have a complaint against Diggory Press are cordially invited to join our joint-action lawsuit commencing November 30<sup>th</sup> 2007. No costs to you – just fill out and forward a simple form to be found at this link: [http://www.hmcourts-service.gov.uk/courtfinder/forms/n1\\_0102.pdf](http://www.hmcourts-service.gov.uk/courtfinder/forms/n1_0102.pdf)

Other complainants after this date may apply directly to the County Court on their own behalf, but are respectfully invited to send the details of their complaint to [stmphd@mail.com](mailto:stmphd@mail.com) whereupon it can be added to this document as a warning to unsuspecting authors.

Information on how to regain possession of your book, and any monies owed to you is also now available. Please send your complaint details, book title and ISBN (if you have one) for further details.

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### **Update December 7<sup>th</sup> – 17 claims so far have been prepared for submission to the Courts.**

Shortlist of most common complaints include theft, fraud, non-reporting of royalties, evasiveness, rudeness, intransigence, threats and intimidations, ISBN irregularities, non-payment of refunds, overcharging and other accounting irregularities, and various client abuses as detailed below..

- Ignoring or evading communications whether by email, letter, phone, or otherwise
- The non-documentation of monies received or spent 'on clients behalf'
- The lodging of fabricated charges against client accounts
- Rudeness and intransigence towards clients
- The unilateral changing of pre-agreed contract terms
- The unilateral revision of terms on her website, and the retrospective inclusion of those terms in previously-made agreements
- Misleading marketing in the matters of costs, and being an 'ethical Christian' company
- Switching from apparently reasonable-and-friendly (before monies are paid) to arrogance and contempt towards clients once the cheques have been cashed
- Using pseudo-legalise and threats of legal action to intimidate complainers into silence
- The forgery of documents
- The withdrawal of paid-for-services without payment of refunds
- The illegal seizure of copyrighted works
- The seizure of monies belonging to her clients on contrived grounds
- The placing of slanderous and defamatory statements on the Internet and in private emails
- The use of contrived pseudonyms as a cover for posting said statements on the Internet
- The regular use of personal attacks in the form of false accusations, threats, intimidation, lies and personal abuse (both in public forums and in private) towards anyone raising a matter which she 'feels' is objectionable in any way
- The selective use of various excuses and denials for not honouring her contractual obligations – (emails supposedly not working for weeks on end; feigned illnesses etc.)
- (In once case at least) – the malicious lodging of an unfounded complaint to the police. Said complaint has been formally rebutted. A counter-investigation against Mrs Franklin for lodging a false complaint and wasting police time has been proposed.

**Selected Complaints:**

(Personal details have been edited for the sake of confidentiality)

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1. Hi Stephen,

My name is \*\*\*\*\* , and I'm emailing you in connection with Diggory Press. As you are probably aware - and probably do not wish to be reminded! - there is a growing band of writers who have suffered financial loss at the hands of Rosalind Franklin, including myself.

I came across your formal complaint from December of last year, and just wondered if anything had come of it?

An increasingly angry group of us are contemplating various measures to take in a bid to get our money back/reclaim control of our books, and I wondered if we could learn anything from your experience?

Hoping to hear from you,

.....

2. Hello my book is \*\*\*\*\* by \*\*\*\*\* that's me. I have not received any royalties. What's the news from you. Who and where are you?

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3. Hi Stephen,

I am also a diggory press author - I have not received any royalties, even for books I know that have been sold. I undertook some test purchases from amazon, tesco etc. When I questioned this with Ros I was informed that I owed them money for digital fees etc.

The emails were very insulting - but I had placed several nasty messages on diggory's website in the hope of being 'kicked off'.

I reached what I believed was an amicable deal - I send a cheque for fees and she would remove my work!! Well, I'm still listed on their website!! I will give her a few more days - in all good faith, although I must be an idiot. If I don't get any satisfaction I will be in touch to join your campaign against her and diggory.

As a matter of interest - she threatened me with legal action, all the usual stuff - libel - defamation etc. However, I have been forwarded emails from other diggory authors whereby she has libelled and defamed me!! She has sent emails saying I have not paid them any monies at all, that I am the ring leader of this trouble and that I am a liar. I feel that I could screw her with what I have on my computer - I am more than willing to forward all of this to you!

Please keep me updated with any goings on, just so I know where I stand.  
\*\*\*\*\* - still listed on diggory.

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4. Dear Mr Manning

I just wanted to let you know that I have also had similar bad experiences with Diggory Press.

Firstly they were supposed to edit my book and after the supposedly professional edit for which I paid over a hundred pounds, there were still glaring typos - even on the first page.

Trying to get any kind of sales information has been a test of nerves as I have been subject to rude emails and threats.

The only way I finally got a sales report, which I would hardly call a report as it was a scrap of paper with a hand written list of sales and commission (I have no idea whether it is correct) was after threatening her with legal action. The whole process took over six months as she refused to answer my emails claiming the system was down. She also claimed to already have sent the reports which I know was a complete lie.

I am now again in the process of chasing for my next sales report and am fed up to the teeth with their lack of service, lies and aggression.

I will gladly support you in any action you wish to take against Diggory Press as people like this should not be given the chance to deceive others, ESPECIALLY when they use the fact that they are a Christian organisation as their selling point.

Is it possible to ask for a complete audit of their accounts? If they are not in a position to send official sales reports on an excel spreadsheet, I am pretty sure that there are some pretty shady accounting practices going on there.

I have copies of all my email correspondence with Diggory Press and would be happy to forward these to you should you need anything.

Best regards and I look forward to hearing from you soon

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5. Hi Stephen I hope you don't mind me contacting you.

>I'm an author with diggory press/meadow books/exposure publishing.

>I paid the initial 50 pounds starting fee and then the extra for the 6 books for the national library. At first my emails were answered, and my ordered books were delivered. It wasn't until I was charged 5 pounds to get a sales account and then given 5 pounds back as my royalties and told I only sold 2 book, that I began to get suspicious, but I'm stupid and like to see the good in people.

>I am very disturbed by what I've read on the books and tales thread. The link was sent to me by \*\*\*\*\*at bewaresfwa after I contacted her about diggory Press.

>( please excuse the spelling errors, I haven't slept for two days, due to stress from this)

>How can I tell if she is printing my books under different numbers? Where can I go and check. I already know I'm not receiving any royalties, for books she's selling through Amazon, etc... And I now I've had sales ( just like the other authors)

>I have been listed with this SP/printers for over a year, and have only received one royalty check. That may sound petty, but let me explain. My book is listed with Amazon, B&N and well known UK retail shops retail with Diggory Press. And all the promotion I do for my book is directed to these websites, and yet I've received regular royalty checks from my US SP, Lulu.

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>I should have clued in, but I guess I'm too trust worthy, they answered my

emails, sent me my delivery of books which I paid for, apart from them saying I didn't have sales, everything was okay. Up until a month ago.

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>I ordered and paid for 100 books, which still have yet to be delivered. I've had no reply to the dozen of emails I've sent to them. Then members of the public contacted me to tell me that they couldn't buy my book on Amazon any more, and when I checked B&N, the website stated that the book was not available.

>

>I know I've lost my money and money owing to me. I know I'm never going to see anything again, or receive an email from Rosalind. However, I don't want to sit back and do nothing while she continues to rip off and scam authors.

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>The money paid for the order of books that have never arrived, was taking form my own private sales of my book. I do not have the means to battle this company in court. But I wish you all the very best with your case and would like to be kept up to date with your progress, if possible.

>

>For my side, I've contacted Amazon, B&N, told them the situation and asked them to remove my title from their listing. As she is still printing and selling my book, without my consent. I have changed all links to Amazon shop, back to Lulu, my other printer/P.O.D and updated my website/myspace ect.. I don't know what else I can do.

>

>I know for a Christian woman, she's heartless. She had lost me hundreds of summer sales this year, not to mention royalty owing for books sold and which I have no way of knowing how many.

>Now that everything has been revealed about DP I feel stupid for not realizing the signs, that all were not well.

>I hope this deception is stopped quickly and the woman gets her just deserves.

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>Good luck, many thanks for taking the time to read.

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6. Dear Mr Manning,

I have been reading through the correspondence at the BookS and Tales website, I am currently experiencing some 'difficulties' with Diggory Press and would be pleased to hear from you.

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7. Dear Stephen

Having seen Diggory Press recommended in The Sunday Times, and having toyed with self publication for some time, avoiding obvious 'vanity publishers, I finally sent off £300 to Rosalind Franklin today to publish my manuscript to cover £30 set up,£10 proof,£45 isbn,barcode,listing,£7.50 postage to Brit Library,c£35 Brit Lib copies, £0-£90 front cover design,£20 rear cover design, £20 e book (optional), £40 text/typeset, " and that's it". The 'Christian ethic' played a large part in my decision. I came across your situation on the net for which I sympathize. Should I panic? Any advice?

Best wishes

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8. Dear Dr. Manning:

I am contacting you so that you may add me and my book \*\*\*\*\* to your list of authors who have had extreme difficulties with their books published through Diggory Press. It was with fascination and delight that I found the booksandtales.com forum today: "Fascination" because I read entry after entry that mirrored my own experience; "Delight" that I am not alone. I have followed the link to your website and read your detailed correspondence and comments. I share remarkably similar experiences with Rosalind Franklin at Diggory Press and I feel like you are telling my story too!

In addition, I feel you have been extremely fair, ethical and patient in your approach with Ms. Franklin. I admire the fact that you have given her every opportunity to rectify the situation. It is sad that she has not taken the opportunity to respond in a positive manner.

From the time of initial publishing in August, I have become increasingly disturbed and distrustful of Ms. Franklin and Diggory Press.

In brief summary of my experiences in publishing through Ms. Franklin and Diggory Press:

\_ Re: Listing of my book on Amazon (printed by Lightning Press)

\_ Initially the keyword "\*\*\*\*\*" brought up my book (which is fine), but also listed two of her other books "Nursing Times at War" and "Only a Dog: ...A Dog's Devotion to his Master in WW1". I found this very strange and this was the first of many instances that have made me increasingly distrustful. She did rectify the keyword search at my request.

- 2 -

\_ I am constantly searching the web for my book title as well as the Amazon book rankings. Often I have been highly rated and I know my book is selling. As well, it is available through many links and sometimes even listed with a new ISBN # (not authorized by me).

\_ In addition, the book was briefly published in a larger size and is now available in 6"x9" size. I have asked several times for her to remove the larger book from Amazon, etc. She has emailed me and told me it has been removed, but to-date has she not done so. It is still listed on her website and Amazon, etc.

\_ Re: Accountability

\_ I have repeatedly asked for accounting records and book sale numbers and have to-date received neither. When pressured, she has twice sent cheques to me for very small amounts (about \$101 and another for about \$200) without even simple statements that reflect book sales and the specifics of the royalties. Based on my research, I find it hard to believe that I have sold less than 30 books."

\_ Re: Correspondence

\_ Although our correspondence got off to a good start initially, it soon deteriorated. Over the months I have repeatedly corresponded with her through email and have received short cryptic responses or no response at all. She has EVEN SHOUTED THROUGH CAPS at me. I have records of all emails. I have never received "the email" stating they were having trouble with their email accounts.

I have worked hard to write and publish my book over the past 4 years. I do not want another to take advantage of me nor reap the rewards of my labor at my expense. I am very concerned and am ready to take action in pulling my book from her publishing control. My concern is that she will not comply with this request, and I am not sure what course of action to take.

I am also interested in supporting your cause. I think it is of great value that you are standing up for what is right based on principle. If Ms. Franklin is having difficulty, she should be honest about it and we can be understanding. On the other hand, if Ms. Franklin is taking advantage of others, those who are unaware should be warned.

I would like to enter into correspondence with you regarding this matter. You may respond to me directly at \*\*\*\*\*

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9. Dear Stephen

I was interested to find your complaint regarding your treatment by Diggory Press on the web as I am also having problems with them. They are being less than honest about how many sales I have made, and my polite queries are met with vitriolic responses.

A few weeks ago, I ordered a second batch of my children's picture book from Diggory Press and at the same time asked them how many of my books had been sold online through their website and Amazon. They replied that not a single order had been received from anywhere. I thought this rather strange as some of my brother's church friends had said they had bought from Amazon. I politely asked them to recheck and mentioned that I was sure that some family friend had bought copies. This is the reply that I received:

*I do not need to 'recheck' the information - we also rather resent being called liars.. Not one order has come through from anywhere. If people have ordered from amazon I can guarantee you they will not have recieved the books yet as neither amazon or anyone else has sent one order through to date. It is possible because you did not prelist this book, that amazon have recieved payment for the books but did not yet know how to order it ....We suggest you sell your friends you own copies in the meantime as your book has never been part of our distribution system anyway and so any orders would only be passed onto you to fulfil!!!*

*If you would like these to be part of the distribution system they can be now to sort out these issues and more ...and make it far easier for everyone concerned.*

*Best wishes  
Rosalind*

*Diggory Press Ltd, Three Rivers, Minions, Liskeard, Cornwall, PL14 5LE, UK  
WWW.DIGGORYPRESS.COM*

*Company number - 5755720  
Registered in the UK at Companies House, London  
Company VAT Reg. Number - 892 853 965*

At the time that I decided to publish with Diggory Press, I read all pages of their website very carefully. I was fully aware that coloured picture books were excluded from global distribution but I am quite sure that UK distribution was included (and the fact that I know people who have ordered and received the book bears this out). Diggory are insisting that this is an impossibility and during the past month they have introduced a one off fee of £30 for setting up UK distribution for coloured picture books. They also state that if any orders had been placed through Amazon, they would have been passed on to me to fulfil. My Canadian penpal has sent me a copy of her Amazon order history which shows that she ordered 2 of my books on 30<sup>th</sup> January. Needless to say, this order was not passed onto me and the above email from Rosalind, dated 8<sup>th</sup> February, point blank denies any orders have been made. I am now trying to obtain the order histories of my brother's friends as this will provide evidence both of orders and dispatch. Amazon are also looking into the matter for me but are being very long-winded about it.

Unfortunately, I can only provide evidence of orders from people I know. I am totally at the mercy of Diggory Press when it comes to orders made by strangers. My book has had good local press coverage and has been very well received at the school where I work. My artwork is fairly well known and I would have expected to have made a few sales through my website. What makes the situation all the more galling is that their main webpage declares themselves as "an ethical and Christian publisher who are sick of seeing the small author ripped off."

I would be interested in knowing the outcome of your case.

Best regards

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## 10. Dear Stephen

I had my book edited for which I paid 200 GBP and there were a few typos in it after the edit. I only noticed the typos after the book was already up on Amazon and asked them to re-edit and remove typos. I did not make a big deal about this as after the editing, she did send it back to me after the edit to re-check and I didn't pick up on the typos then, but in hindsight, the editing should have been done professionally in the first place.

Both myself and a friend then re-ordered from Amazon and received the old version even though the new was supposed to be up. Not only this but there was smudging on various pages of the book and the whole thing looked very unprofessional.

She explained this away (see attached email 1- re: information).

In Germany we have to fill out our own tax returns and so it was imperative that I have a sales report for my tax returns. I started chasing for this in October 2006 (see email 2 -re: please reply) and after chasing and chasing and sending from my husbands email we finally got a reply on 02.01 where she promised to send in her words "a full statement of account for sales made and payments to date as well as send you a receipt, and everything will be 'tidy' and correct,"

You can see from attached email 3 (WG -Accounts). I never received this but she claims to have sent this and it got lost in the post (I do not believe she sent anything as she did not even have the complete information - however I can not prove this) . Out of pure frustration I set up my own spreadsheet and sent it to her for approval and told her I would need this completed to avoid the need to take legal action. I also explained how disappointed I was with their service.

She replied that they do not have to send any more detailed receipts than they already have (although they hadn't sent anything).

I am sure in the initial agreement on the website they said that they do provide regular sales reports and if it wasn't part of the standard service - it was definitely something they offered at a cost. - (I would be grateful if you could confirm this as I cannot find the original site).

She claims to have sent emails breaking down the sales to date and a letter in the post, which I never received.

Worst of all she threatens me by saying she will only send another "conditional upon your agreement not to take this further in terms of making any complaining statements about us anywhere based on our response times or accounting records (NB which would still be libellous and defamatory if made nonetheless) or taking any futile time wasting legal action". (You can see the full correspondence attached below - email 3 - WG accounts)

I replied that "In any event please take my disappointment as a candid and open customer feedback rather than as an opportunity to make complaining statements".

She finally sent me a statement sales report, which was a hand scribbled list. (If you give me a fax number I can send you this as supporting documentation.)

Does she have any right to threaten me like this and am I now liable for anything if I do complain against her?

Finally I am now chasing again for the next few Sales reports. I have received no reply to my emails sent 30 sep 07 or 15th Oct 07, just a nominal pay pal payment of 21.40 GBP on the 16th of October. She obviously received the email as I do not think it is a coincidence that one day later I get the payment, but she will probably deny receiving it or claim to have sent a reply which I didnt receive. In addition she will probably claim she is not under any obligation to send me the sales information.

My main complaints are the lack of sales information, her lying and threats and lack of email communication and the personal stress and time she is costing me. Finally I truly believe her accounting practices (if she has any) are not accurate - none of which I can prove.

Above all of this I want to help prevent any other unsuspecting author of having to subject themselves to this.

I would be grateful if you could have a read through, answer my questions and maybe fill out the form on my behalf based on the info you have.

Could you please let me see the final version before it goes to court

You can call me on the following number if you have any questions. \*\*\*\*\*  
Best regards and thanks for all the effort you are putting into this.  
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11. Dear Mr. Manning,

I am pleased that you are pursuing action and will support the process in any way I can. I feel it is important to have honesty and integrity. With the evasiveness shown by Ms. Franklin toward me (and many others), I can only imagine the 2 reasons:

- 1) She is very sloppy and neglectful in her accounting and bookkeeping and reporting practices; or
- 2) She is hiding something (like money that belongs to other people).

Her web-site does not appear sloppy. It seems efficient, well-representative of the publishing and authors works, and full of promise of integrity and savings of money.

The circumstances seem to point to the later. In any case, it is not a business that should be allowed to carry on in this manner. Either become legitimate, with proper reporting procedures; or close down to leave other professionals to carry on business in a proper manner.

I have attached the claim form as well as our original letter that was sent to you. Please accept and sign the Claim form. If you need anything further from me, please email or call me at  
\*\*\*\*\*

Thank you for standing up for what is right!

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12. Stephen,

After I drafted this letter to you I went on to the Diggory Press website and notice that she has put my book back up for sale?? ( I cancelled my contract with Diggory in Sept of this year) She acknowledged this with a retuned email. I have sent the email to for you to view. She did have my book removed off the site for a time so I had not bothered to check until today. She has put it up as available for-sale, I've notice that Amazon has it available as well, makes me wonder if she was receiving orders, so back up it went. It is like I don't even own my own book! (Feel free to add this information to my formal complaint).

Going through her site today I noticed that that she has this posted in her terms and agreements at the bottom of the second pg.

***Important Note November 2007 - We are currently running at full capacity in terms of staff workload, and so are not currently accepting any new publication work for self publishing authors. This only affects publication work and NOT printing. Please watch this space for when we will be accepting new work in again.***

Were you aware of this? I had not read anything from you on this.

Keep me posted  
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13. Dear Mr Manning,

I am the person Rosalind Franklin accuses of defaming and libelling her on the Lulu forum. I tried to access <http://color-of-truth.com/DiggoryComplaints2.pdf> but got a page not obtainable message.

I am currently involved in a dispute with her over a failure to fulfil any of the jobs for which I have paid her over the past three months. It took me over a month to get a reply from her and that reply consisted of threats of legal action and I have now waited a further week for a reply to my response to that message.

I find the whole thing most perplexing as, for the first year, everything worked well. Now she has taken money for an ISBN number, etc., paid for over two months ago the details of which have never been forwarded to Neilsens Book Data. She then received a recorded delivery letter including a cheque and my new book files and the only action she has taken has been to cash the cheque.

I don't believe anything I have put on Lulu to be actionable as it is all true but this does not seem to bother her. It may be possible I would want to add my name to your action. Perhaps you can send me a copy of the necessary paperwork.

My address is:

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14. Could you send me details of your class action against Diggory Press please?

My work email, which I would prefer to use, is

\*\*\*\*\* I am in the process of suing them too and it would seem to make sense to combine our claims? I have found them to be obstructive and they are now even lying, so I am determined to see this through to the end!

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15. I was going to use **Diggory** and had been in contact via email with the owner "Rosalind".

My emails had been answered albeit somewhat slowly and all my questions were met with brief but reassuring replies. We had got to the point where all that was needed was for me to pay and the process would start. I was assured that an invoice would follow.

Nothing happened. I sent several emails asking what was happening.

That is a bad sign. A company that cannot bother to invoice its potential client has a strange business model.

After three weeks I gave up.

So my experience is:

Expenditure \$0.00

Time wasted weeks 3+ and counting - I lost another 3 finding a replacement.

Would I recommend them? NEVER. If they can't reply to emails from prospects what would be the

case once they had my money?

The company claims to be ethical. I was not conned nor was anything paid for not delivered. But I do feel I was led down the garden path.

I was appalled to see the voluminous replies to other posts - enough text for dozens of invoices or replies to me. Where is the focus on clients?

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16. I paid Rosalind Franklin of Diggory Press a cheque for £577.12, dated 26th JUNE 2007 to cover the re-editing of a new edition of my book, and also the 'Platinum package' - the top distribution programme as advertised on her website. The editing was completed in July, final proof acceptance sent by me on Aug 1st. On Aug 2nd she told me it would 2 weeks until the new edition was on Amazon etc, and around 2 months for book to be available through the platinum package. Since this time I have not heard anything from Rosalind and over a period of 4 months until the end of November was dismayed to find that my book was still the original version on Amazon, and no communication from Rosalind as to what the problem was at all. I had paid for proof copies and postage also to be sent to myself and the British library, and to date these copies have still not been received. I finally got an e-mail from Rosalind on 26th November as I had e-mailed her through her website requesting a refund of the £577.12 I had sent minus the editing work that she did complete in July.

This amount she is refusing to refund me, even though to date she has not done any further work for me- she herself has said as much by saying that I am still in a huge queue to even have my book print ready (before proof copies sent out to libraries and myself...the Platinum package done). I have terminated all agreements with her and strongly feel that I am justified in receiving a refund of my money for work and services unperformed, which after three times now of requesting in writing, she is refusing to do. She claims all aforementioned work is 'in process' yet has admitted I am in a queue and that the book is not even print ready, as was in fact in July. She did not inform me of an extra £15.00 for editing being added to my bill either from the agreed costing for this work. According to her statement, I am also owed £15.35 in royalty payments (for about 6 months of sales -ok it's possible, but I am dubious) which still need to be paid to finalize my account.

The service with Diggory Press has been stressful and highly disappointing. Rosalind answers e-mails selectively and answers only the questions she chooses, leaving the author with no real understanding of what is going on with their work. It is impossible to know what sales and royalties should be or when they are due. It has been very frustrating trying to communicate with her and get answers; she can be quite nasty in her responses at times. I am also deeply worried as, reading of other peoples experiences of suspected missing royalties and non-removal of titles (books still being sold) from her webpage long after she has said they are removed, I feel I have a battle on my hands just to protect now my work.

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17. Brief details of claim

I sent Diggory Press two advance payments of £148.16 (i.e. £296.32 in total) on 31/8/07 and 11/9/07 to cover the cost of publishing two titles. Between 11/9/07 and 2/10/07 (i.e. a period of three weeks) Diggory Press failed to respond to our e-mails, the only form of communication that Diggory will allow. During this period, we concluded that, in order to hit our launch date, we would have to make alternative arrangements. We hired a local printer and purchased our own ISBN numbers. On 2/10/07, we received a brief e-mail saying that the two books could go to press but without any further work being done on them. We informed Diggory that we had made alternative arrangements, asked them to account for any work already done and repay the balance. They have since consistently refused to return any money, claiming that 'the work has been done'. See e-mail thread for details.

Value

We are seeking to reclaim either the full £296.32 lodged with Diggory Press or a lesser sum dependent on their ability to demonstrate that the work has partially been done. In my e-mail dated 10/10/07 (attached) I asked Diggory to provide evidence for their assertion that the pre-publication work and corrections had been done. After 30 days had elapsed, I sent a letter by recorded delivery on 9/11/07 to point out that no files had been received. In their e-mail reply of 13/11/07, I was informed that I was being 'ridiculous and selfish' and I was threatened that further communications would lead to charges being added to our account. This is one of the worrying aspects of dealing with Diggory: charges are levied so that the account is permanently in the red thus providing Diggory with a mechanism for avoiding payment of royalties and refusing to release copyright. I would therefore ask that the judgement delivered by the court should be understood as a full and final settlement of this account, i.e. any further charges levied or claimed by Diggory to be declared null and void.

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18. Brief Details

In March this year, Diggory Press Ltd entered into an agreement with me, whereby they would convert my electronic file into a published book titled \*\*\*\*\*. The agreement contained a specific breakdown of those costs and services. After several periods of non-contact with Diggory Press Ltd – and having in the interim contacted Trading Standards to establish my position – it became evident that Diggory Press Ltd had breached that agreement, and also contravened The Sale of Goods and Services Act 1982(as amended). When I tried to cancel the book with Diggory Press Ltd and claim a refund for specific services not yet supplied, Diggory Press Ltd accused me of owing them further funds in respect of this particular book.

Although I have paid such sums as initially agreed, Diggory Press Ltd have failed to complete the Agreement. I am therefore claiming a full refund of all monies paid in respect of my book.

Particulars of Claim

Diggory Press Ltd are in breach of our Agreement, by failing to correspond with me or produce my book. They have also failed to meet the legal requirement to carry out the agreed service within a reasonable timescale and to a reasonable standard as laid down under The Supply of Goods and Services Act 1982(as amended).

I attach a timetable of events since first contacting Mrs Franklin at Diggory Press Ltd, at the beginning of this year. Since that first contact I have always tried to maintain a professional working relationship with them. Despite the unpredictable business methodology employed at Diggory Press Ltd, I have always tried to act reasonably. Had Mrs Franklin (on behalf of Diggory Press Ltd) been willing to act reasonably this matter could have been speedily resolved. However, Mrs Franklin has proven elusive and volatile in her business dealings and obviously is not prepared to meet her clients' needs in any way.

Since I have tried to cancel the agreement, she is now demanding further monies for services not discussed, not requested, and not approved.

In view of her intransigence, I wish to reclaim all the funds paid to Diggory Press Ltd in respect of my novel \*\*\*\*\*.

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The court forms to join our joint action can be found at this link:

[http://www.hmcourts-service.gov.uk/courtfinder/forms/n1\\_0102.pdf](http://www.hmcourts-service.gov.uk/courtfinder/forms/n1_0102.pdf)

My own original 'Official Police Complaint' can be viewed at this link:

<http://color-of-truth.com/DiggoryComplaint.pdf>

My solicitor's letter can be viewed at this link:

<http://color-of-truth.com/SolicitorLtr.pdf>

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