

COMPLAINT PROCEDURE

We want to give you the best possible service. However, if at any point you come unhappy or concerned about the service we have provided, then you should inform us immediately so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read out full complaints procedure. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint:

The Legal Ombudsman can help if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- within six months of receiving our final response to your complaint; and
- no more than one year from the date of the act or omission being complained about; or
- no more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information about the Legal Ombudsman contact:

www.legalombudsman.org.uk

Call: 0300 555 033 between 09:00 to 17:00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, SL1 0EH

What to do if you are unhappy with our behavior:

The Solicitors Regulation Authority can help if you are concerned about our behavior. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.