

## **Complaints Procedure**

We want to give you the best possible service. However, if at any point you become 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 at this stage. If you would like to make a formal complaint please let us know and your complaint will be reviewed by another Solicitor who will write to you with their views. 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 you 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 a final response to your complaint.  
**and**
- No more than one year from the date of act/omission;  
or
- No more than one year from when you should reasonably have known there was an issue

If you would like more information about the Legal Ombudsman, please contact them.

### **Contact details**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 03200 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. 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.

There are full details on their website and you can use this link:

[www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/)