

## **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 to you then you should inform us immediately so that we can do our best to resolve the problem for you. In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can access our full complaints procedure here (see 17.0 of our Terms of Business).

### ***What happens if I do not agree with your views on the complaint***

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from Lawyers.

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 6 months of receiving a final response to your complaint; and
- No more than 6 years from the date of act/admission; or
- No more than 3 years from when you should reasonably have known there was cause for complaint.

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 0300 555 0333 between 9am and 5pm
- Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Legal Ombudsman, P.O. Box 6806, Wolverhampton, WV1 9WJ

## **Solicitors Regulation Authority**

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, disability or other characteristic.

### **Contact Details**

- Visit [www.sra.org.uk](http://www.sra.org.uk)
- Call 0370 606 2555
- Solicitors Regulation Authority, The Cube, 199 Wharfside Street Birmingham B1 1RN