

Complaints Procedure

We want you 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 then you can read our Complaints Policy. Making a complaint will not affect how we handle your case.

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

You can raise your concerns with the Solicitors Regulation Authority www.sra.org.uk

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

If you would like some more information about the Legal Ombudsman please contact them at www.legalombudsman.org.uk - telephone number 0300 555 0333 between 9:00am and 5:00pm or email enquiries@legalombudsman.org.uk - postal address Legal Ombudsman, PO Box 6806. Wolverhampton WV1 9WJ