

Information about our complaints process, raising concerns to the Legal Ombudsman and to Solicitors Regulation Authority

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, then you can read our full complaints procedure here.

Our Complaints Procedure is as follows:-

1. We will send you a letter of acknowledging your complaint and perhaps we may need to ask you to confirm or explain the details of it to us; this letter will be sent within 2 working days of receiving the complaint;
2. We will record your complaint in our central register and open a file for your complaint usually on the day that we receive it.
3. We will then start to investigate your complaint. This may involve us interviewing the member of staff who acted for you. We may need some time to do this (for example, if they are on leave) and we will try to give you an estimate of the time this will take if it is longer than 8 weeks 56 calendar days in which to investigate and provide a final response. We shall need to consider the papers and any response from our member of staff;
4. At the end of this time, if convenient to our offices, we may ask you to meet our Client Care Solicitor, to discuss and hopefully resolve your complaint. Alternatively, the Client Care Solicitor may telephone you to discuss the matter with you personally;
5. If there is a meeting or telephone discussion, we will write a letter to you within 5 working days of it confirming what was agreed;
6. If you do not want a meeting or it is not possible, we will write to you with a detailed reply to your complaint. This will include any suggestions that we have to resolve the matter;
7. If for whatever reason you are still not satisfied, you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways: (a) the Client Care Solicitor will review their own decision within one week, (b) a different Solicitor may be asked to review the complaint. This will be done in 2 weeks;
8. We will let you know the result of the review within 5 working days of the end of the review. At that time, we shall write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied with what we have said we will advise you to contact, at this stage the **Legal Ombudsman – PO Box 6806, Wolverhampton, WV1 9WJ**, their telephone number is **0300 555 0333** and email is – enquiries@legalombudsman.org.uk

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 or 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](#).

What do to 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 six years from the date of act/omission; or
- No more than three 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

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ