

## **Complaints Procedure**

### **Complaints**

1. 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, you should inform us immediately so we can do our best to resolve the problem.
2. 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, you can follow the steps below. Making a complaint will not affect how we handle your matter.

### **What to do if we cannot resolve your complaint**

3. 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.
4. We have eight weeks to consider your complaint. If we have not resolved it within this time you may be able to complain to the Legal Ombudsman. Generally, this applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or membership organisation with a net annual income of less than £1m, a trustee of a trust with an asset value of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.
5. 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:
  - a. within six months of receiving our final response to your complaint;

**and**

  - b. no more than one year from the date of the act or omission being complained about;
  - or
  - c. no more than one year from the date when you should reasonably have known there was cause for complaint.
6. If you would like more information, you can contact the Legal Ombudsman by:
  - a. visiting [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
  - b. calling 0300 555 0333 between 10.00 to 16.00
  - c. emailing [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - d. writing to Legal Ombudsman PO Box 6167, Slough, SL1 0EH
7. Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

**What to do if you are unhappy with our behaviour**

8. The Solicitors Regulation Authority (SRA) can help 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.
9. The [SRA's website](#) contains information on raising concerns about solicitors and law firms.