

Complaints

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 request a copy of our full complaint's procedure. 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 ([/consumer/problems/report-solicitor.page](#)).

What do to if we cannot resolve your complaint

The Legal Ombudsman may be able to 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 and you are eligible to use the service, 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 at:

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

“If you are a consumer (i.e. an individual acting for purposes which are wholly or mainly outside your trade, business, craft or profession) alternative

complaint bodies exist which are competent to deal with complaints about legal services should both you and the firm wish to use such a scheme. One such scheme is run by CEDR at <http://www.CEDR.com>. We agree that we will use this service to resolve a consumer dispute if you also agree.

Alternatively, for complaints of a regulatory nature you may contact:

In England & Wales -

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
Telephone: 0370 606 2555
www.sra.org.uk/problem
contactcentre@sra.org.uk”