

Complaints Procedure

- 1.1 We want to give you the best possible service and hope you will have no complaint. However, we have a set Complaints Procedure which can be summarised as follows. A copy of our full complaints procedure is available on request.
 - 1.1.1 If you have any complaint or observation (good or bad) about our service, please say so.
 - 1.1.2 Raise any complaint first with the solicitor assigned to your Project, including any complaint about your bill.
- 1.2 If this does not resolve it satisfactorily, tell the Supervising Partner responsible for your case.

What to do if we cannot resolve your complaint?

- 1.3 If still unresolved at this stage, you may take your complaint to the Legal Ombudsman. 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:
- 1.4 Normally, you will have to bring your complaint to the Legal Ombudsman:
 - 1.4.1 Within 6 months of receiving a final response from us about your complaint.

And

- 1.4.2 No more than six years from the act/omission; or no more than three years from when you should have reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

- 1.5 The contact details of the Legal Ombudsman are:

PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333 www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

What to do if you are unhappy with our behaviour?

- 1.6 The Solicitors Regulation Authority can help if you are concerned with 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.
- 1.7 You can visit their website to see you how you can raise your concerns with them: <https://www.sra.org.uk/consumers/problems/report-solicitor>