

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service 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. If you would like to make a formal complaint, read our full complaints procedure [below]. Making a complaint will not affect how we handle your case.

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

The Solicitors Regulation Authority 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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

### **Our Complaints Procedure**

If you have a complaint, please contact us with the details.

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Complaints Handling Partner, Peter Hughes, who will review your matter and speak to the member of staff/fee earner who acted for you.
3. Depending on the nature of the complaint Peter Hughes may invite you to a meeting to discuss and hopefully resolve your complaint, if it is considered that such a meeting is in the best interests of both parties and will facilitate a resolution. If appropriate he will invite you to attend a meeting within 14 days of sending you the acknowledgement letter.
4. Should a meeting take place then within seven days of the meeting, Peter Hughes will write to you to confirm what took place and any solutions he has agreed with you.
5. If a meeting is not considered appropriate then we will explain why we do not believe a meeting is necessary. In these circumstances we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange to review the decision. Someone unconnected with the matter at the Firm will review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must be made within six months of you receiving a final response from us. From 1 February 2013, the time limits for the Legal Ombudsman accepting a complaint have increased to six years from the

date of act/omission, and three years from the date the complainant should reasonably have known that there were grounds for complaint. For further information you should contact The Legal Ombudsman on telephone number, 0300 555 0333 or at or [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

If we have to change any of the timescales above, we will let you know and explain why. You will not incur any fees for any time spent in dealing with your complaint.

9. Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. ADR Approved bodies can be found on the Trading Standards website at [www.tradingstandards.uk/advice/ASDApprovedBodies.cfm](http://www.tradingstandards.uk/advice/ASDApprovedBodies.cfm)

10. Where any complaint relates to our bill then you may also have a right to object to the bill by making a complaint to the Legal Ombudsman or by applying to the Court for an assessment of the bill under the Solicitors Act 1974 however, the Legal Ombudsman may not consider a complaint about our bill if you have applied to the Court for an assessment.