

## **Your Rights to make a Complaint**

### **Our Complaint Procedure**

#### **Our Policy**

You have the right to complain to us.

You will not be charged for any time spent handling your complaint.

You can request a copy of this complaint procedure at any time.

We issue all clients with copy of this complaint procedure

1. On instruction of our firm.
2. When you raise a complaint.
3. At the conclusion of your matter.

We shall aim to deal with any complaint that we may receive promptly, fairly, openly and effectively.

#### **Making a complaint**

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 that stage.

Making a complaint will not affect how we handle your case.

If you need to make a complaint, you should:

- complain as soon as possible
- be clear on what the issue is and how you would like it to be resolved
- give us up to eight weeks to resolve your complaint

#### **Handling and Resolving a Complaint**

We will provide you with a written outcome following an investigation into your complaint. If you are not happy with our outcome or we have not provided you with an outcome within 8 weeks you can contact the Legal Ombudsman.

If we cannot resolve your complaint you can speak directly to The Legal Ombudsman who can help. 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 that has occurred, you must make your complaint to them: -

- Within six months of receiving a final response to your complaint
- 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 on them as follows: -

- **Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- **Phone Number:** 0300 555 0333 between 9am to 5pm.
- **Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

In certain circumstances, you could also refer the matter to the Solicitors Regulation Authority. This could be for things like misconduct, losing your money or treating you unfairly because of your age, a disability or other characteristic.