

## Complaints Handling Procedure

If you have a complaint about my service or a bill that I have sent to you, please contact me with the details.

What will happen next?

1. I will send you a letter acknowledging receipt of your complaint within 7 days of receiving the complaint, enclosing a copy of this procedure.
2. I will then investigate your complaint and will invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out his views on the situation.
3. At this stage, if you are still not satisfied, please contact me again and I will arrange to review my decision within the next 14 days. I will then write to you confirming my final position on your complaint and explaining my reasons.
4. If you are still not satisfied, you can then contact the Legal Ombudsman at:  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
Tel: 0300 555 0333 or 0121 245 3050  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

There are time limits within which complaints must be made to the Legal Ombudsman. Generally speaking, your complaint should be made to the Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response following the complaint that you have made to me. Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.

The Solicitors Regulation Authority (SRA) can help you if you are concerned about my behaviour. Information on how you can raise your concerns directly with the SRA can be found at [sra.org.uk](http://sra.org.uk)