

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. I will also enclose 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 my views on the situation.
3. At this stage, if you are still not satisfied, then you can contact me again and I will review my decision within 14 days. I will then write to you confirming my final position on your complaint and explaining my reasons.

I hope that we will be able to resolve any concerns satisfactorily. However, if you remain unhappy with my response then you can refer your complaint to the Legal Ombudsman, an independent complaints body who can investigate complaints about the legal service you have received from me.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with me first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving my final response to your complaint and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 **Minicom:** 0300 555 1777

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

The Solicitors Regulation Authority can help you if you are concerned about my 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](http://www.sra.org.uk).