

If at any time you are dissatisfied with the service provided by us, you should inform us immediately, so that we can do our best to resolve the problem.

#### **Complaints Procedure**

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, then you contact our Principal, Alistair Bacon. Making a complaint will not affect how we handle your case.

Once your complaint is received, it will be acknowledged within 24 hours. Your complaint will be reviewed by the Principal and you will receive his decision in writing within 14 days of its having been received by us. The Principal may contact you in the interim if further information is required.

#### **What to do if we cannot resolve your complaint**

If you are unhappy with the outcome of our dealing with your complaint, the Legal Ombudsman's office may be able to help you. 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 you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving from us a final response to your complaint, and
- 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 directly.

#### Contact details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 0900 to 1700.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

#### **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 the SRA's website to see how you can raise your concerns with the Solicitors Regulation Authority – [www.sra.org.uk](http://www.sra.org.uk).

5<sup>th</sup> April 2022