

COMPLAINTS PROCEDURE

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, you should inform us immediately so that we can do our best to resolve the problem.

If you would like to make a formal complaint, please write to Laurence Marron, Principal. Making a complaint will not affect how we handle your case.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. The Legal Ombudsman 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

(a) within six months of receiving a final response to your complaint,

and

(b) no more than six years from the date of act/omission; or

(c) 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, the contact details are as follows:

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ
Telephone: 0300 555 0333 (between 9.00 hours and 17.00 hours)
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

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. Please visit the SRA website (www.sra.org.uk) to see how you can raise your concerns with the SRA.