

## **Complaints Procedure**

We trust that you will at all times be happy with the service we provide but if you have any concerns we have an official complaints procedure. If at any stage you become unhappy or concerned about the service we provide then please contact the Partner (either Nicola Purches or Neil Davis) who has conduct of your case immediately by way of telephone, email or letter. If your complaint is by way of email or letter we will acknowledge this within 3 working days of receiving it.

The Partner who has conduct of your case will then investigate your complaint and seek to resolve this.

Should your complaint not be satisfactorily resolved then please contact the Partner who does not have conduct of your case (either Neil Davis or Nicola Purches), again either by telephone, email or letter detailing the exact nature of your complaint. That Partner will then investigate your complaint and respond to you.

In the event of matters still then not being resolved to your satisfaction you have the right to take your case to the Legal Ombudsman who can be contacted by:-

1. Telephoning on 0300 555 0333
2. Writing to the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
3. Emailing the Legal Ombudsman at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
4. Visiting the Legal Ombudsman website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman will expect you to have given your solicitor the chance to resolve your complaint before it will get involved. Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us and within six years from the date of the act or omission about which you are complaining, or three years from the date you should reasonably have known that there were grounds for complaint.

If you are concerned about a matter other than the level of service provided such as allegations of dishonesty or discrimination you can contact the Solicitors Regulation Authority details of which are set out on their website at [sra.org.uk](http://sra.org.uk) The Solicitors Regulation Authority can be contacted on 0370 606 2555.