

## *COMPLAINTS PROCEDURE*

We are committed to providing a high-quality legal service to all our clients.

If something goes wrong, please tell us: we want to address the problem promptly.

If you have a complaint, please contact us with the details. If you do so:

1. We will send you a letter acknowledging receipt of your complaint within three business days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve a full internal review with everyone, fee earners and others.
3. Within 14 days of sending you the acknowledgment letter, we will invite you to a meeting to discuss and, hopefully, resolve your complaint.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If you are still not satisfied, you should contact us again and we will arrange for a senior practitioner in our field, who is unconnected with the matter, to review and comment our decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If your complaint relates to the quality of our service and you are still not satisfied, and if you belong to certain classes of clients (for example, charities and clubs whose income is below certain limits and trustees of trusts whose asset values do are less than £1,000,000, individuals and micro-enterprises), you be able to ask the Legal Ombudsman to help you to resolve your complaint.

You can contact the Legal Ombudsman by telephone on 0300 555 0333, by email at [enquires@legalombudsman.org.uk](mailto:enquires@legalombudsman.org.uk) or by post at:

PO Box 6806,  
Wolverhampton  
WV1 9WJ

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the occurrence of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it).

If your complaint relates to a breach of [SRA Principles](#) or to an allegation of dishonesty or discrimination, you should report the matter to the [Solicitors Regulation Authority](#).

*December 2018*