

BRETT WILSON LLP

COMPLAINTS PROCEDURE

At Brett Wilson LLP our aim is to offer all our clients an efficient and effective service at all times. We hope that you will be pleased with the work we do for you.

However, should there be any aspect of our service or our fees which you are unhappy with, please raise your concern in the first instance with the fee-earner who has conduct of your case. If you still have queries or concerns, please contact their supervising partner. The details of these individuals will be set out in the covering letter/email (if not already provided) or be available on request.

We would ask that you set out your concerns in writing so that the matter can be properly investigated. However, should you prefer, you may contact the supervising partner by telephone on our main number: 020 7183 8950.

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the [Solicitors Regulation Authority here](#).

If you are unsatisfied with our handling of the matter you can contact the Legal Ombudsman and ask them to consider your complaint. You must complain to us before contacting the Legal Ombudsman and wait until our final response (or eight weeks from the date of your complaint).

A complaint to the Legal Ombudsman must normally be made:

- (a) within six months of our response to your complaint; and
- (b) (i) within six years of the act/omission which is the subject of the complaint; or
(ii) within three years of the time at which you reasonably should have become aware of the cause of complaint. The Legal Ombudsman may extend these time limits if exceptional circumstances apply.

The Legal Ombudsman's contact details are:

E. enquiries@legalombudsman.org.uk

T. 0300 555 0333 (between 9am and 5pm)

W. www.legalombudsman.org.uk

A. PO BOX 6806, Wolverhampton WV1 9WJ.