

Complaints procedure and regulation (effective 1 April 2023)

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, if there is any aspect of our service with which you are unhappy please do let us know. In the first instance, please raise your concern with the individual who has day-to-day conduct of your case. If you still have queries or concerns, please contact their supervising partner.

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 (020 7183 8950). Where your complaint relates in whole or part to the supervising partner, the matter will be investigated by a separate partner.

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 formal response to your complaint; and
- b. (i) within one year of the date of the act or omission you are concerned about or (ii) within one year of the time at which you should reasonably have realised that there was cause for complaint.

The Legal Ombudsman's contact details are:

PO BOX 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 333

Please note that the Legal Ombudsman investigates concerns about the level of service we provide. It does not investigate complaints by our clients' opponents.

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. Relevant regulations can be found at <https://www.sra.org.uk/consumers/>. You can raise your concerns with the Solicitors Regulation Authority [here](#).