

Complaints Procedure



Tell us if you are not happy

It is important to us that we give you a good service. If you are not happy about the handling of your work you should first raise this with the person who is acting for you. They and, where relevant, the Partner to whom they are responsible, will try to resolve things with you.

Complaints Procedure

If that does not resolve the issue to your satisfaction you can complain directly to our Complaints Partner who is Neil Howlett. It is helpful if you can put your Complaint in writing and, if you have several, tell us which are the most important to you. Please also let us know how you want us to contact you (e.g., post, phone or email). Any Complaint about the professional work of the Complaints Partner will be considered by another Partner.

The Complaints Partner will contact you within three days of receiving your Complaint. They will then review your file and any comments by the person responsible for it. The Complaints Partner will respond to you in writing with a response within 21 days. If we need more time we will tell you as soon as possible, explain why and give you a date for the response. The response of the Complaints Partner is binding on us.

If you are not satisfied with the initial response you can ask the Complaints Partner to review it. That will be done within 14 days of receiving your request.

Other options

If we cannot then resolve your Complaint you can ask the Legal Ombudsman to consider your complaint. 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 event about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it). For more information see: <http://www.legalombudsman.org.uk/>
Phone 0300 555 0333

Email enquiries@legalombudsman.org.uk or write to:
Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

If your complaint is about the way in which we have provided our services to you, or if you have a concern about our professional conduct, you can raise your concerns at any time with the SRA (<https://www.sra.org.uk/consumers/problems/report-solicitor.page>). The telephone number to contact is 0370 606 2555.

The [Online Dispute Resolution website](#) is an official website managed by the European Commission dedicated to helping consumers and online traders resolve disputes. We currently do not use any ADR providers to resolve complaints, including those to which the ODR Platform transmits complaints. Complaints about our services will be dealt with by the Legal Ombudsman under the statutory complaints scheme.

“professionals with a human face”