

## **COMPLAINTS PROCEDURE**

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 with which you are unhappy, please raise your concern in the first place with the solicitor with conduct of your matter.

The complaint does not have to be put in writing, although setting out clearly the issues and the action you wish us to take may help us to resolve your concerns more quickly. If you still have queries or concerns, please contact our Client Services Manager, Miss Belinda McCaffrey or Mr Buchalter who is the Client Care Partner to whom any final difficulty can be reported.

This is our firm's complaints procedure.

If the complaint is still not resolved at the end of this complaints process you have the right to refer your complaint to the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ; telephone: 0300 555 0333; website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

You also have the right to make a complaint the Solicitors Regulation Authority by visiting [www.sra.org.uk/problem](http://www.sra.org.uk/problem). Telephone : 0370 606 2555.