

COMPLAINTS

If you are not happy with our service or the way we have handled your case please tell us first. We take your dissatisfaction very seriously and we would value the opportunity to put things right. You can speak to the practice director, Rachel Okello who has overall responsibility of your case and of the practice. You can express your concerns by telephone.

If you wish to make a formal complaint please do so as soon as possible. You can do so by telephone but we would prefer if this can be done by email or by letter. Please write complaint as the subject so we can identify the correspondence to ensure it is dealt with appropriately. We will respond to you as soon as possible and we certainly aim to respond within 7 days.

If the complaint is in relation to work undertaken by Ms Okello we will refer it to our Practice Manager, Diane Toussaint, to be dealt with.

If you remain dissatisfied you can ask the Legal Ombudsman to look into it. You should usually bring a complaint to the Legal Ombudsman within six months of receiving a final response from us in writing. You must refer your complaint to the Legal Ombudsman within one year of the problem you are complaining about happening, or within one year of you becoming aware of the problem, if more than one year has passed.

If you do not stick to these time limits you risk being too late and the Legal Ombudsman may refuse to consider your complaint.

You can also ask the Legal Ombudsman to look into it if we have not responded to you within eight weeks of your complaint. The Legal Ombudsman's details are: PO Box 6806, Wolverhampton, WV1 9WJ to consider it.

Email enquiries@legalombudsman.org.uk. Telephone 0300 555 1777. www.legalombudsman.org.uk.

As Solicitors we are authorised and regulated by the Solicitors Regulation Authority (SRA). If you are concerned about our behaviour or you are unhappy with our service please tell us first as set out above. If you are still dissatisfied, then you can make a complaint to the SRA. There is more information and how to contact them via their website at www.sra.org.uk/consumer/problems