

### **Complaints Procedure**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact Paul Greaves with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint.

We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.

Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including my suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and I will review the decision.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint.

Legal Ombudsman,  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Normally, you will need to bring a complaint to the Legal Ombudsman [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).)

The Solicitors Regulation Authority can also help you if you are concerned about our behaviour. They can assist with things such as 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 .

[www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)