



COMPLAINTS HANDLING POLICY

Introduction

If you are unhappy with the service we have provided then you have the right to complain to us and if you are not satisfied with our response, you can complain to the Legal Ombudsman. The Legal Ombudsman service has been operational since October 6th 2010 and is ultimately responsible for ensuring that complaints are dealt with appropriately.

Before you contact the Legal Ombudsman, you must first register an official complaint with us. Normally, the Legal Ombudsman expects you to give us 8 weeks to try to resolve your complaint. If after 8 weeks you are still dissatisfied, you can then involve the Legal Ombudsman. For more information on how the Legal Ombudsman works please [visit the Legal Ombudsman website](#).

Timescales

In normal circumstances you are required to register a complaint with us within one year. You must then give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of the Firm's complaints procedure.

Getting Started

To register a formal complaint, please write to us and include all the information suggested by the Legal Ombudsman - their website includes some [useful resources](#).

In addition to the Legal Ombudsman, several other complaints bodies exist which are also able to deal with complaints about legal services - these are:

- www.ombudsman-services.org
- www.promediate.co.uk
- www.gov.uk/guidance/small-claims-mediation-service

Non-Service Complaints

We must conduct our business following the SRA Principles, and details of those Principles can be found at <https://www.sra.org.uk/consumers/who-we-are/sra-regulate/#principles>

If you consider we have breached an SRA Principle then you can report us to the SRA. There are some issues the SRA do not investigate and if you consider you have suffered poor service, that should be referred to the Legal Ombudsman, but the SRA will investigate allegations of dishonesty or discrimination.

If you wish to make a report to the SRA, please click on the following link and complete their report form

<https://www.sra.org.uk/consumers/problems/report-solicitor/>