

## 1. Introduction

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.

## 2. How to Make a Complaint

If you have a complaint, please contact us with the details. You can do this in writing, by email, or by telephone.

## 3. What Will Happen Next?

1. **Acknowledgement:** We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. **Investigation:** We will then investigate your complaint. This will normally involve passing your complaint to Karen Dovaston, who will review your matter file.
3. **Response:** Karen Dovaston will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. **Outcome:** Within three days of the meeting, she will write to you to confirm what took place and any solutions she has agreed with you.
5. **Further Investigation:** If you do not want a meeting or it is not possible, Karen Dovaston will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. **Review:** At this stage, if you are still not satisfied, you should contact us again, and we will arrange for an external solicitor to review the decision.
7. **Final Response:** 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.

## 4. Legal Ombudsman

If you are still not satisfied, you can then contact the Legal Ombudsman at:

- Address: PO Box 6806, Wolverhampton, WV1 9WJ
- Telephone: 0300 555 0333
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

You must refer your complaint to the Legal Ombudsman within six months of receiving our final response to your complaint and no more than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint.

## 5. Solicitors Regulation Authority (SRA)

The SRA can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability, or other characteristic. Visit their website to see how you can raise your concerns with the SRA.