

*We are committed to high quality legal advice and client care. If you are unhappy about any aspect of our service, or the bill, we want to know about it and put things right, so please contact the person dealing with your case initially. If you would prefer not to or that is not successful, please contact [Name/email address etc.]. We have a complaints procedure which is available on request. Please let us know if you have any special needs in relation to language or arising from a disability (eg. large print).*

*We have eight weeks to consider a complaint. If we have not resolved it within that time you may complain to the Legal Ombudsman. If you are not satisfied with the way we handle your complaint you can ask the Legal Ombudsman to consider it. Normally, you will need to bring a complaint to the Legal Ombudsman within six months<sup>1</sup> of receiving a final written response from us or within six years of the act or omission about which you are complaining or three years from when you should reasonably have known there was a cause for complaint (if the act took place more than six years ago).*

*The Legal Ombudsman's contact details are as follows: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). Call 0300 555 0333 between 8.30am to 5.30pm. For minicom call 0300 555 1777. Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Postal address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. The Legal Ombudsman asks that you do not send originals as they scan any documents they receive and then destroy what has been sent.*

*If your complaint is related to our honesty or behaviour, a complaint may be made to the Solicitors Regulation Authority (SRA).*

*A complaint can be made to the SRA by completing their report form and sending it to them at The Cube, 199 Wharfside Street, Birmingham, B1 1RN or [report@sra.org.uk](mailto:report@sra.org.uk). The SRA aim to acknowledge all initial reports of information within 40-50 working days.*

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<sup>1</sup> This will become 12 months from 1 October 2015 when the EU ADR directive comes into effect