

Complaints Handling Procedure

Our complaints policy.

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.

Our complaints procedure is as follows:

Should there be any aspect of the Firm's handling of the matter which causes you concern or about which you are unhappy, please initially raise the matter with the Sole Principal of the firm, Mr Andrew Whittle, as the person in charge of your work.

If we are not able to resolve the matter between us then we can further investigate and deal with the matter. If, for any reason, we are unable to resolve the problem between us, then we are regulated by the Solicitors Regulation Authority and you are entitled to submit a formal complaint to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. Within 21 days of acknowledging your complaint a more detailed written response will be sent to you. However, depending on the nature and extent of the complaint, we may instead or in addition invite you to a meeting to discuss and hopefully resolve your complaint.
3. If a meeting takes place, we will write to you within five working days of the meeting to confirm what took place and any solutions agreed with you or proposals we put to you.
4. If this procedure does not lead to a satisfactory resolution of your complaint within 8 weeks of making it, you can contact the Legal Ombudsman and refer your complaint to:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Email: enquiries@legalombudsman.org.uk
Tel: 0300 555 0333

Full details of the kind of complaints which the Ombudsman will accept, can be found on their website at <http://www.legalombudsman.org.uk/>.

If you wish to take your complaint to the Legal Ombudsman you need to do so within 6 months of receiving a final written response from us about your complaint. Complaints must be made within 6 years from the date of the act/omission or 3 years from when you should have known about the complaint. The Ombudsman will not

accept complaints where the act/omission/date of awareness was before 6 October 2010. You should also note that the Ombudsman may not consider a complaint about a bill if you have applied to the court for it to be assessed.

If we have to change any of the time scales above, we will let you know and explain why.

5. The Solicitors Regulation Authority 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. You can raise your concerns with the Solicitors Regulation Authority: www.sra.org.uk

Postal address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street,
Birmingham B1 1RN

Telephone 0370 6062555

International callers: +44(0)121 3296800