

## Complaints Information Statement

We always aim to provide the best possible service to our clients. However, if at any point you become unhappy or concerned about the service we are providing then you should inform us immediately, so that we can do our very best to resolve any issue.

In the first instance please contact the person who is working on your matter(s) to discuss your concerns as this will enable us to resolve any issue promptly. If you feel that your issue cannot be resolved directly and would like to make a formal complaint, then please see our complaints policy below. Making a complaint will not affect how we handle your matter(s) in progress.

If we cannot resolve your complaint you can refer it to the Legal Ombudsman for an independent assessment and this will not affect how we handle your matter(s) in progress. Most 'consumer' clients (as opposed to business clients) will be able to make use of the Legal Ombudsman, however, there are restrictions for some larger clients. Before accepting a complaint for independent assessment, the Legal Ombudsman will check that you have first tried to resolve your issue directly with us. If you have done so, you may refer your complaint to the Legal Ombudsman.

From 1<sup>st</sup> April 2023, the time limits for referring a complaint to the Legal Ombudsman will be no later than (i) one year from the date of the act or omission being complained about, or (ii) one year from the date when you should have realised there was cause for complaint. The Legal Ombudsman may exercise discretion to extend these time limits if, on the evidence, it is fair and reasonable to do so. You may contact the Legal Ombudsman by visiting [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or by calling 0300 555 0333 between 9am to 5pm or by emailing [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by writing to: The Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

Please note the Legal Ombudsman is available to deal with concerns about the level of service received by you. Where there are more serious concerns that a solicitor has, or a solicitor's firm have, been involved in professional misconduct then reports can also be made to the Solicitors Regulation Authority, the regulator of solicitors and solicitor firms. This could be for quite unusual and serious acts of misconduct such as dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability or other personal characteristic. Obviously, we do not anticipate any such issues and would ask that you notify the matter right away if you have any concerns. You can find out more about the Solicitors Regulation Authority including contact details and professional conduct rules by visiting [sra.org.uk/consumers/problems/report-solicitor](http://sra.org.uk/consumers/problems/report-solicitor) online.

We value feedback from our clients because it helps us continually improve the service we provide. If you do not feel that you are receiving our best possible service, or feel that something could be improved, please do tell us about it. If we fall short of the high standards which we have set for ourselves then we would welcome the opportunity to put things right.

## Our Complaints Policy

In the first instance please email the person who is working on your matter(s) directly with details of:

- Why you feel dissatisfied with the service provided by us;
- How you would prefer to be contacted about your concerns;
- Anything in particular that you would like us to do in resolution.

If you would prefer not to email details about your concerns, then please call us to discuss the best way forward.

We will then:

- Log your concerns as a complaint on our firm's central register;
- Send written acknowledgement within 7 days of us receiving your complaint;
- Investigate your complaint with the aim of agreeing resolution within 21 days of receipt;
- Write to you within 28 days of receiving your concerns to confirm the outcome of our investigation and our suggested resolution.

In certain circumstances it may be necessary to extend these timescales and we will inform you accordingly if so. If you remain dissatisfied after 8 weeks of receiving the outcome of our investigation and our suggested resolution then you may refer your complaint to the Legal Ombudsman, if you are eligible to do so.

We very much regret any dissatisfaction that our clients experience and will not hesitate to apologise to you where our service has fallen short of our high standards.