

### 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.

If you have a complaint, please contact us with the details.

### What Will Happen Next?

1. 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. We will then investigate your complaint. This will normally involve passing your complaint to our Senior Complaints Partner, Robin Bower or the Deputy Complaints Partner Daniel King, who will review your matter file and speak to the member of staff who acted for you.
3. Within 14 working days of sending you the acknowledgement, Robin Bower or Daniel King will then invite you to a meeting to discuss and hopefully resolve your complaint.
4. Within five working days of the meeting, Robin Bower or Daniel King will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, he will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Robin Bower, in a case where the complaint was dealt with by Daniel King, or Daniel King where the complaint was dealt with by Robin Bower, to review the decision.
7. We will write to you within 14 working days of receiving your request for a review either offering to arrange a further meeting with you or informing you of our final position on your complaint and explaining our reasons.
8. If you are then still not satisfied you can contact:

Legal Ombudsman  
PO Box 6806  
Wolverhampton, WV1 9WJ

For Financial Services Complaints:  
The Financial Ombudsman Service  
Exchange Tower  
London, E14 9SR

about your complaint. Any complaint to the Legal Ombudsman or the Financial Ombudsman Service must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact:

Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

Financial Ombudsman on 0800 0234 567 or at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

In any event, if the matter has not been resolved to your satisfaction within a period of **8 weeks** of you making the complaint then you have a right to complain to the Legal Ombudsman as outline at point 8 overleaf.

Please also note, that there are also Alternative Dispute Resolution (ADR) approved bodies which would be competent to deal with the complaint, and we would be happy to provide names and website addresses for such bodies and indicate whether we would agree to use the schemes operated by those bodies.

You can also refer matters to the SRA where you consider that a firm has breached an SRA Principle. Details of the [SRA Principles can be found here](#) and details of [how to report to the SRA can be found here](#).

9. If we have to change any of the timescales overleaf, we will let you know and explain why.