

Complaints Information



We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

Our Complaints Procedure

We do our utmost to treat all our clients fairly. If you have any problem with our services you have a right to complain. We have a procedure in place which details how we handle complaints, and which is available from the lawyer handling your case. We do not, of course make any charges to our clients for dealing with any such complaints.

If you are unhappy about any aspect of the service you have received or about the bill please speak to the lawyer who is handling your case in the first instance to seek to resolve the issue.

If you are unable to resolve the issue with the lawyer handling your case, then please refer the problem to the Partner Responsible identified in the letter of engagement.

If a problem has arisen with a secretary or member of our support staff, then please refer the problem to the Partner Responsible.

The Partner Responsible will seek to resolve the problem with you. If the problem remains unresolved, then the matter will be referred to our COLP or to our Senior Partner (Nigel Craske).

We have 8 weeks to consider your complaint.

What to do if we cannot resolve your complaint

If we are unable to resolve the complaint between us, you have a right to refer the issue to the Legal Ombudsman at:

www.legalombudsman.org.uk

0330 555 0333

PO Box 6806, Wolverhampton, WV1 9WJ

enquiries@legalombudsman.org.uk

The Legal Ombudsman expects complaints to be made to them within six years of the date of the act or omission about which you are concerned or within three years of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

However, please note that from 1 April 2023 these time limits are changing. From 1st April the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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 www.sra.org.uk to see how you can raise your concerns with the Solicitors Regulation Authority.