

We are committed to providing you with a high quality service and to maintaining that high quality service. So that we may do this, we need you to tell us when something goes wrong.

If you have a complaint, please contact Ros Sparrow, our Client Care Partner, and provide her with details of your complaint.

**What will happen next?**

1. The Client Care Partner will acknowledge receipt of your complaint within 48 hours.
2. If no further information is required, the Client Care Partner will send you a written response to your complaint within 5 working days of the acknowledgement.
3. If further information or a meeting is required, the Client Care Partner will provide a written response to your complaint within 5 working days of the receipt of the information or the date of the meeting. The Client Care Partner will notify you of any necessary changes to the timescales.
4. In the written response, the Client Care Partner will say whether or not your complaint is upheld and she will provide reasons for the decision.
5. If your complaint is upheld, the Client Care Partner will set out what the Firm offers you in response to your complaint. This may include compensation, an apology and/or an offer to rectify the position.
6. The Client Care Partner will also take steps to ensure that the circumstances which led to the complaint are not repeated.
7. If you are not happy with the outcome of our Complaints Procedure or, if your complaint is not resolved within eight weeks, you can, subject to points 8 and 11, involve the Legal Ombudsman, which body handles complaints against lawyers.
8. The Legal Ombudsman will deal with complaints by all members of the public, companies with fewer than ten staff and a turnover or balance sheet with a value not exceeding two million euros, charities with an annual income of less than one million pounds, clubs, associations and societies with an annual income of less than one million pounds and trusts with a net asset value of less than one million pounds and personal representatives or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.
9. The Legal Ombudsman may not deal with a complaint about an invoice if you have applied to the Court for an assessment of that invoice.
10. The Legal Ombudsman's contact details are:  
PO Box 6806: Wolverhampton, WV1 9WJ  
Helpline: 03005550333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
11. You will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within six years of the act or omission about which you are complaining or, if outside of this period, within three years of when you should reasonably have been aware of the act or omission. If these deadlines are not met, the Legal Ombudsman may refuse to deal with your complaint.
12. We shall not charge you for dealing with your complaint.
13. Any complaints from clients and third parties in relation to insurance distribution activities will be dealt with under this Complaints Procedure.
14. Alternative complaints bodies such as Ombudsman Services exist which are competent to deal with complaints about legal services should both you and this Firm wish to use such a scheme. We do not agree to use Ombudsman Services.