

## Complaints and other concerns

1. We hope that you are happy with the service we provide. If at any stage you have concerns or wish to make a complaint please tell the person handling your matter straight away about the nature of your concern. If you do not feel comfortable speaking with the individual handling your matter then you can contact our complaints partner directly. Our complaints partner is Daniel Feetham KC. If the person handling your matter cannot promptly resolve your concerns, then it will be dealt with as a formal complaint under our complaints policy (see our website for a copy of this policy). This process involves an investigation of the concerns by a senior member of our firm. We will then write to you within 8 weeks setting out our final response to the complaint and how you can pursue your concerns further if you do not agree with our proposed resolution / outcome.
2. Individual consumers and smaller organisations may be entitled to complain to the Legal Ombudsman about our service if they remain dissatisfied. The Ombudsman would generally expect clients to follow a firm's internal complaints procedure first, however. Complaints to the Ombudsman should normally be made within six months of receiving our final response to your complaint and no more than 6 years from the date of when the problem arose (or if you were not initially aware of the problem, within 3 years of when you should reasonably have known that there was cause for complaint). You can find further information about the Ombudsman on the website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). You can write to the Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or by email on [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or call on 0300 555 0333.
3. Alternative complaints / dispute resolution bodies do also exist (such as Ombudsman Services, ProMediate and Small Claims Mediation) which are competent to deal with complaints about legal services if we both agree to use such a scheme. If we agree to use such a scheme we will inform you when notifying you of our final response to your complaint.
4. Please note that the Legal Ombudsman is there to deal with concerns about the level of service which a client has received. Where there are more serious concerns that a solicitor or solicitor's firm have been involved in professional misconduct then reports can also be made to the SRA, 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 characteristic.