

Client Complaint Procedure

We want our clients to be completely satisfied with the service they receive from us. We encourage any client who has any concerns about the way we have dealt with a matter, our service levels, or our fees, to raise it as soon as possible with the partner responsible for their matter.

We treat complaints very seriously and will make every effort to deal with them effectively, promptly, and fairly.

We find that most complaints can be resolved satisfactorily after discussion with the partner concerned. However, if a more detailed investigation is required, this is how we will proceed.

We aim to acknowledge your complaint within two working days from receipt and provide an initial response within seven working days. Should a substantive written response be required we aim to send this to you within a further twenty-one working days. If, for any reason, we are unable to respond fully within twenty-one days, we will explain why and when we anticipate replying in full.

If the partner responsible is unable to resolve your complaint, he will refer it to Stephen Green our Managing Partner, who will undertake a review and agree next steps with you.

If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman (telephone 0300 555 0333, email: enquiries@legalombudsman.org.uk), write to: PO Box 6167 Slough SL1 0EH). The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made within one year of the date of the act or omission about which you are concerned or within one year 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.

There are other alternative dispute providers, but we do not currently use their services.

If you wish to challenge a bill, you have certain rights under Part III of the Solicitors Act 1974. Time limits apply and depend on whether the questioned bill has been paid. We are happy to explain this procedure at any time on request.

The Solicitors Regulation Authority is our professional regulator and handles any complaints relating to professional misconduct. You can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/consumers/problems/report-solicitor): <https://www.sra.org.uk/consumers/problems/report-solicitor>

If you are not a client but wish to make a complaint, please address it in writing to our Managing Partner, Stephen Green.