



SRA TRANSPARENCY RULES COMPLAINTS

Complaints

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

The Solicitors Regulation Authority can help you if you are concerned about my 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.

You can raise your concerns with the [Solicitors Regulation Authority](#).

What do to if I cannot resolve your complaint?

The Legal Ombudsman can help you if I am unable to resolve your complaint myself. They will look at your complaint independently and it will not affect how I handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with me first. If you have, then you must take your complaint to the Legal Ombudsman:

- within six months of receiving my final response to your complaint
- and
- no more than six years from the date of act/omission; or
- no more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ