

## Complaints Procedure

### **Introduction**

If you are dissatisfied with the service we have provided then you have the right to complain. The Legal Ombudsman service has been operational since October 6th, 2010 and is ultimately responsible for ensuring that complaints are dealt with appropriately.

However, before you contact the Legal Ombudsman you must first register an official complaint with us. Normally, the Legal Ombudsman expects you to give us 8 weeks to try to resolve the matter. If after 8 weeks you are still dissatisfied you can then involve the Legal Ombudsman. For more information on how the Legal Ombudsman works please [visit the Legal Ombudsman website](#).

### **Timescales**

In normal circumstances you are required to register a complaint within one year. You must then give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of the Firm's complaints procedure. In summary:

- You must register your complaint with us within one year
- The Legal Ombudsman expects you to give us 8 weeks to try to resolve your complaint
- After this time, you can contact the Legal Ombudsman (but you must do so within 6 months)

### **Getting Started**

To register a formal complaint, please write to us and include the information suggested by the Legal Ombudsman

