

Complaints Procedure

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

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns, if you are not satisfied with the response received at this stage or if you believe that your complaint is of a more serious nature then it should be referred to Mr Alan Ware. If he is the subject of the complaint then it should be referred to Mr Richard Rusby. Making a complaint will not affect how we handle your case.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. If you would like more information about the Legal Ombudsman, please contact them at:-

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806 Wolverhampton WW1 9WJ

The Solicitors Regulation Authority can help you if you have any complaints about our professional conduct, visit their website to see how you can raise your concerns. Visit: www.sra.org.uk