

Making a complaint

- There may be occasions when a client has a problem with our service which has not been satisfactorily sorted out with the person dealing with the matter.
- In that case please contact the fee earner dealing with the matter.
- If your concerns are not resolved then please contact our Supervising Partner Jeremy Cuff, who will provide you with our Complaints Procedure and investigate and respond to your complaint. Our Complaints Procedure is also available on our website.
- We are committed to prompt, efficient, fair and courteous handling of any problems of this nature.
- If for any reason we are unable to resolve a problem between us the Legal Ombudsman (tel: 0300 555 0333 or enquiries@legalombudsman.org.uk) will consider the complaint. They can also be contacted in writing to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.
- Normally you will need to bring a complaint to the legal Ombudsman within six months of receiving response from us about your complaint.