

Steps to follow if you have a complaint

We hope you never have reason to complain. If you do please follow these 3 steps to ensure your concerns are resolved quickly:

- **First**
Please speak to the person handling your case. You may prefer to put your concerns in writing in which case please send your letter to the person who is acting for you.
- **Second**
If your main contact is not able to resolve matters to your satisfaction or if you find it difficult to speak to them about a complaint, please write to or call their supervisor whose name you will have been given when you first instructed us.

If your complaint is about a Partner in the firm please write to or call Martin Silverman, Compliance Partner.

- **Third**
If you are dissatisfied by the way your main contact or the supervisor has handled your complaint please write to Martin Silverman.

What we will do

Any complaint to the person acting for you will be dealt with quickly and a genuine effort will be made to respond to your concerns.

If you write to a supervisor or Martin Silverman, you will receive a letter of acknowledgement immediately to let you know that we are looking into your concerns. We aim to investigate your complaint and give you a full response within 14 days.

If our service to you is found to be below standard we will discuss ways in which we can make things better or, if appropriate, recompense you in some way.

Legal Ombudsman (LeO)

You may at the end of the above procedure or after a period of eight weeks from the date of making the complaint to us, make your complaint direct to the Legal Ombudsman (LeO). The contact details are as follows:-

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Tel : 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

We strongly recommend that you attempt to resolve your problem using our internal complaints procedure before contacting the Legal Ombudsman.