



Complaints procedure

We are committed to delivering high quality legal advice and client care and hope that you are happy with the service we provide. We do understand that things can sometimes go wrong. We have a written complaints procedure and aim to ensure that any complaints are handled promptly, fairly and effectively in accordance with that procedure.

If you are unhappy about any aspect of the service you have received or about any bill we render, you should contact the partner handling your case, who can, if applicable, initiate our complaints procedure.

You can also contact Julian Ribet or Alistair Myles who are our complaints partners.

If you are not satisfied with our handling of your complaint, you may be entitled to ask the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ (www.legalombudsman.org.uk) to consider the complaint. Normally, eligible complainants will need to bring a complaint to the Legal Ombudsman within 12 months of receiving our final written response to the complaint.

However please note that from 1 April 2023 these time limits are changing. From 1 April 2023 the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of realising that there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

You may further raise concerns regarding our invoices as part of our complaints' procedure. You may also have a right to ask the court to assess our invoices under Part III of the Solicitors Act 1974. If you apply for an assessment you will be prevented from making a complaint to the Legal Ombudsman regarding our fees.