

1. Complaints Procedure

If you wish to complain please contact Vincent Oakley to discuss your concerns and we will do our best to resolve your complaint.

If you would like to make a formal complaint, then you can read our full complaints procedure below. 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. The Ombudsman will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

Within six months of receiving a final response to your complaint, and

No more than six years from the date of act/omission; or

No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them at:

<https://www.legalombudsman.org.uk/>

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806,
Wolverhampton, WV1 9WJ

2. Full Complaints Procedure

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within 14 days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve passing your complaint to our complaints handler, Vincent Oakley. He will review your matter file and speak to the member of staff who acted for you.

Vincent Oakley will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.

Within 7 days of the meeting, Vincent Oakley will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Vincent Oakley will send you a written response to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for another local solicitor to review the decision.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ about your complaint.

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 or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

3. Solicitors Regulation Authority

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic Visit their website to see how you can raise your concerns at:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>