

Complaints Handling Procedure

If you are unhappy with any aspect of the service we provide, we invite you to let us know immediately. If our response does not meet your concerns or you do not feel able to discuss them with us, you may be able to have your complaint heard by the Legal Ombudsman (www.legalombudsman.org.uk). The contact details for the Legal Ombudsman are: PO Box 15870, Birmingham, B30 9EB (email: enquiries@legalombudsman.org.uk; tel: 0300 555 0333).

Usually a complaint to the Legal Ombudsman should be raised within 6 months of our final response to your complaint or within 6 years of the act or omission about which you are complaining occurring (or, if outside of this period, within 3 years of when you should reasonably have been aware of it).

If you are not entitled to complain to the Legal Ombudsman and you believe it is a matter of professional misconduct or a breach of the Solicitors Regulation Authority Code of Conduct (to which our firm is subject), you may complain to the Solicitors Regulation Authority (www.sra.org.uk). The contact details for the Solicitors Regulation Authority are: The Cube, 199 Wharfside Street, Birmingham B1 1RN (tel: 0370 606 2555).

If you have concerns about an invoice, and we have not been able to resolve the issue, you may apply to the court to have the invoice assessed under Part III of the Solicitors Act 1974. However, please note that the Legal Ombudsman may not consider a complaint about an invoice if you have applied to the court for assessment of it.

Ground Floor, 11 Emmanuel Court, Reddicroft, Sutton Coldfield, B73 6AZ.

Telephone: 0121 321 3333

www.neateandpugh.com