

The firm aims to offer an efficient and effective service. If during the conduct of your case you become concerned about any aspect of the service offered including the firm's bill, or have any other grounds of complaint, please do not hesitate to raise this directly with us. You are entitled to complain and you can raise your concern or complaint either in writing or telephone or by making an appointment to see us. Your complaint will be investigated as soon as possible through the firm's complaints procedure. A copy of which is available on request.

If at the end of the investigation you remain dissatisfied, you are entitled to refer the matter to the Legal Ombudsman, at the conclusion of our complaints process which should normally be concluded within 8 weeks of our acknowledging receipt of your complaint. The legal Ombudsman can be contacted at P.O. Box 6806 Wolverhampton WV1 9WJ. For further information you should contact legal Ombudsman (0300 555 0333) ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

If there has been a breach of principle then you can refer your case to the Solicitors Regulation Authority. (<https://www.sra.org.uk>)