

Complaints/Compliments procedure

Complaints

We strive always to provide exemplary advice and service to our clients. We have an excellent record with a very low level of complaints made. However we recognise that not every client will always be happy with the advice we offer.

We operate a formal complaints procedure underpinned by our complaints policy both of which are available on request.

Complaints about services provided

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then we will provide you with a copy of our full complaints procedure on request. You are welcome to contact Julie Burton at any point and she will do her best to resolve your concerns. Making a complaint will not affect how we handle your case.

What do to if we cannot resolve your complaint:

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They 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 can 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.

Contact details

Visit: 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

Complaints about conduct

The Solicitors Regulation Authority can help you 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.

You can raise your concerns with the [Solicitors Regulation Authority](#).

Compliments

If you think we have provided a good service – please do not hesitate to tell us!

Qualifications and experience of Julie Burton Law

Full details about our staff are available on the “about us” section of the website