

Complaints

We are committed to high quality legal advice and client care. If you are unhappy about any aspect of our service or about the bill, we want to know about it and put things right, so please contact the person dealing with your case initially. If you would prefer not to or that is not successful, please contact Deborah Tennant-Davies, email deborah@dtdlaw.co.uk, 07754 715113. We have a complaints procedure which is available on request. Please let us know if you have any special needs in relation to language or arising from a disability (eg. large print).

We have eight weeks to consider a complaint. If we have not resolved it within that time you may complain to the Legal Ombudsman. If you are not satisfied with the way we handle your complaint you can ask the Legal Ombudsman to consider it.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us. Ordinarily, the complainant must refer the complaint to the Legal Ombudsman no later than:

- one year from the act/omission; or
- one year from when the complainant should reasonably have known there was cause for complaint.

The Legal Ombudsman's contact details are as follows:

www.legalombudsman.org.uk.

Call 0300 555 0333 between 10.00am to 4.00pm. For minicom call 0300 555 1777.

Email enquiries@legalombudsman.org.uk.

Postal address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

The Legal Ombudsman asks that you do not send originals as they scan any documents they receive and then destroy what has been sent.

Solicitors Regulation Authority

You have the right to notify our regulator if you feel a solicitor might be dishonest or you have concerns about their ethics or integrity. You can contact the SRA at any time there are no time constraints however the SRA has limits on what it will look into. For further information please contact the SRA or contact www.sra.org.uk.