

QUALITY OF SERVICE

Our aim is to provide you with a high quality of service which matches your needs. If you wish for a review of the costs and expenses of our firm or have any dissatisfaction or concerns in the future relating to the service being provided to you please raise it with me at the first instance, after which it may be referred to one of the members.

If the issue is not dealt with to your satisfaction, you can then raise it again in writing, by email or telephone, however, we reserve the right to decline to consider a complaint that is made more than six months after you become aware of the cause of the complaint. You will be advised if your complaint has been made outside of this timescale.

We will provide written or electronic acknowledgement of any complaint within 5 business days of receipt and identify the person who will deal with it. Within 8 weeks of receipt of a complaint, we will send you either a final response adequately addressing it or a holding response indicating why the complaint has not been fully and finally addressed and an indication of when you can expect to hear from us further.

If the complaint has not been fully finalised within 8 weeks of receipt, you will be provided with an explanation as to why this has been the case and a timescale by which the complaint is expected to be fully resolved. You will also be provided with the details of the Claims Management Regulator to whom you may refer the handling of the complaint if you are dissatisfied with the time taken to resolve it.

If you are not satisfied with the resolution to your complaint, or if the complaint is not resolved within 8 weeks, you may refer the complaint to the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.