



8 High Street, Uxbridge, Middlesex, UB8 1JN
Tel: **01895 270 907 / 01895 251 700**

Information about our complaints process & raising concerns to the Legal Ombudsman and to ourselves

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. If you would like to make a formal complaint, then you can read our full complaints procedure

Raising queries or concerns with us

We are confident that we will give you a high quality of service in all respects. However, if you have any queries or concerns about our work for you, please take them up with the person with conduct of your matter in the first instance. If that does not resolve the problem to your satisfaction then please take the matter up with **Mr Paul Honke** who is the firm's senior partner.

All firms of solicitors are obliged to attempt to resolve problems their clients may have with the service provided. It is, therefore, important that you immediately raise your concerns with us. We value you and your instructions and would not wish to think that you have any reason to be unhappy with us.

Making a complaint will not affect how we handle your case.

What to do 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 must 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 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).