

## COMPLAINTS PROCEDURES

If at any point you become unhappy with the service we provide to you, then please inform us immediately so that we can do our best to resolve the problem for you. A copy of our complaints policy will be provided on request.

If you are dissatisfied with the service we have provided then you have the right to complain. The Legal Ombudsman service is ultimately responsible for ensuring that complaints are dealt with appropriately. The Legal Ombudsman investigates complaints about service issues with lawyers.

However, before you contact the Legal Ombudsman you must first register any complaint with us. To do this, you may wish to use the template letter suggest by the Legal Ombudsman which can be found on the following link:-

<https://www.legalombudsman.org.uk/?portfolio=example-formal-complaint-letter-template>

Normally, the Legal Ombudsman expects you to give us 8 weeks to try and resolve the matter. If after 8 weeks you are still dissatisfied you can then involve the Legal Ombudsman. For more information on how the Legal Ombudsman works please visit their website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Timescales:-

You should register any complaint with us as soon as possible, and we will aim to contact you within 7 days of receipt of your complaint to provide you with confirmation as to how your complaint will be dealt with. We aim to resolve your complaint within 28 days.

If you are not satisfied with the outcome of our Complaints Procedure, then you have the right to complain to the Legal Ombudsman.

Normally, your complaint can be referred to the Legal Ombudsman if the complaint has not been resolved to your satisfaction with 8 weeks of your complaint being made to us. Ordinarily you must make any complaint to the Legal Ombudsman within 6 months of the date of our final written response to your complaint, and no later than a year from the problem happening, or a year from the date that you should reasonably have known that there was cause for complaint.

In summary:-

1. You must register your complaint with us as soon as possible;
2. The Legal Ombudsman expects you to allow us 8 weeks to try to resolve your complaint; and
3. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of your realising there was a concern. You must also refer your concerns to the Legal Ombudsman within 6 months of our final response to you.

Our contact email address to obtain a copy of our complaints procedure is [liz@brockingtoncarroll.com](mailto:liz@brockingtoncarroll.com)

The Legal Ombudsman can be contacted as follows:- Tel no: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Website: <http://www.legalombudsman.org.uk>  
Post: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

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