

Complaints Procedure

We strive to provide outstanding customer service and will listen carefully to your needs. However, if you felt that our service fell below the expected standard, we would like to hear from you and we would do our best to put things right. Please send any feedback, including complaints, to info@mreale.com.

If you feel the need to make a formal complaint, then we would request that you put this in writing and address it to Marcelo Reale. Your complaint will be formally acknowledged and the full procedure that will be followed in dealing with your complaint will be explained to you at that time.

If we fail to reply to your complaint within a reasonable time (normally 28 days), or if you're not satisfied with our reply to your complaint, you should then contact the Legal Ombudsman^[1] for England and Wales, which is an independent complaints handling body and a single point of contact for all consumer legal complaints. The Legal Ombudsman has been set up by the Office for Legal Complaints (the Board) under the Legal Services Act 2007 and is independent of the Government. You must contact the Legal ombudsman within six months of your last contact with your lawyer or law firm.

If you are not happy about a bill you may also have a right to object to it by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; However, if all or part of a bill remains unpaid the firm may be entitled to charge interest.

In any event, we would request that you put your complaint about the bill in writing first and address it to Marcelo Reale. A copy of our full written complaints procedure is available on request.

Legal Ombudsman

Once you have gone through our internal complaints procedures and are not satisfied by our final response or resolution, you can then refer your complaint to the Legal Ombudsman, who can investigate complaints about the legal services you have received from us.

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 act/omission that lead to the complaint; 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, you can contact them directly.

^[1] <http://www.legalombudsman.org.uk/consumer/index.html>; Phone no: 0300 555 0333

You can contact the Legal Ombudsman by:

- calling them on 0300 555 0333
- visiting the [Legal Ombudsman website](#), or
- emailing them at enquiries@legalombudsman.org.uk.

The Legal Ombudsman correspondence address is:

- Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

Solicitors Regulation Authority (SRA)

M Reale Solicitors is regulated by The Solicitors Regulation Authority. The Solicitors Regulation Authority can help you if you are concerned about our behaviour.

There are seven **Principles** that all SRA regulated people and law firms must meet. This means that they must act:

1. in a way that upholds the constitutional principle of the rule of law, and the proper administration of justice
2. in a way that upholds public trust and confidence in the solicitors' profession and in legal services provided by authorised persons
3. with independence
4. with honesty
5. with integrity
6. in a way that encourages equality, diversity and inclusion
7. in the best interests of each client.

In addition to this, the solicitors must adhere to the Solicitors' Code of Conduct.

If you feel that we have breached any of the above, you have the right to raise your concern with the SRA directly:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>