# de Maids Solicitors & Advocates

# Complaints Procedure

We are obliged to inform you of complaints procedure. We aim to offer all our clients an efficient, effective and first-class service thereby maintaining the reputation we have built over the past years and whilst we hope the situation of a complaint does not arise, if it does please raise your issues with us as soon as possible.

In the first instance please raise your complaint with Matthew de Maid, who we hope will be able to resolve your problem quickly and informally. If you are not satisfied with this method of complaint or feel that Mr de Maid has not resolved your complaint, you have the right to refer your complaint to the Legal Ombudsman and ask that they consider your complaint, their details are :-

Legal Ombudsman

PO BOX 6806, Wolverhampton, WV1 9WJ

Website: [www.legalombudsman](http://www.legalombudsman)

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.co.uk](mailto:enquiries@legalombudsman.co.uk)

For the Legal Ombudsman to deal with your complaint the problem must ordinarily have occurred after 5th October 2010. If the problem occurred on or before 5th October 2010 or you should reasonably have known there was cause for complaint, on or before that date, then the Ombudsman will notusually be able to deal with your complaint. If you are unsure about these time limits and how they apply to your matter, please contact theLegal Ombudsman’s office, using the contact details shown above, to clarify the position.

Subject to the above Scheme Rules, and the Legal Ombudsman’s discretion to extend the time limits, you will need to bring your complaint to the Legal Ombudsman

1. within six months of receiving a final written response from us about your complaint and,
2. no later than 6 years from when the problem (act or omission) occurred or,
3. no later than 3 years from the date, you should reasonably have known that there was cause for complaint.

Please Note:-

1. If your complaint is specifically about our bill, you have the right to object to it and apply for an assessment of it under part III of the Solicitors Act 1974. If you should choose to exercise this right, and the court is assessing our bill, you may be unable to use the Legal Ombudsman service.
2. If you are complaining as a business client, unless you are a “micro business” (as defined by the European Union), you may not be able to use the Legal Ombudsman scheme, and should check the guidance on Legal Ombudsman’s website.
3. If you refer your complaint to the Legal Ombudsman as a trustee/personal representative (executor/administrator) or beneficiary of the estate/trust of a person who, before they died, had not referred the complaint to the Legal Ombudsman the period runs from when the deceased should reasonably have known there was cause for complaint; and when the complainant (or the deceased) should reasonably have known there was a cause for complaint will be assessed on the basis of the complainant’s (or deceased’s) own knowledge, disregarding what the complainant (or the deceased) might have been told if he/she had sought advice.
4. If the ombudsman considers there are exceptional circumstances (e.g. serious illness or you were still within the time limits when you made your initial complaint to them) then he/she may extend any of the above time limits to the extent that he/she considers fair.

You can also complain to the SRA if you are concerned about the behaviour of this firm. This can be done by the SRA’s ‘Report a Solicitor’ page here: <https://www.sra.org.uk/consumers/problems/report-solicitor/>.