

Complaints Policy

We aim to provide you with a high quality and efficient service. If however any difficulties should arise, then please speak to us as soon as possible.

If for any reason you are dissatisfied with the service that you receive or we cannot resolve matters on an informal basis with the allocated fee earner, the firm operates a complaints procedure under the supervision of John Armstrong as Complaints Manager. You can either set out your complaint in writing to him or telephone him at this office to arrange a face to face meeting to discuss the problem. The matter will be investigated and he will write to you about your complaint, our investigation and the proposed solution. This will be at no extra cost to you.

His email is johnarmstrong@armstrongsol.com

If the complaint relates to John Armstrong, then you should direct your complaint to Edward Wykes.

His email is edwykes@armstrongsol.com

Complaints Procedure

The complaint will be investigated by the Complaints Manager and, depending on its complexity, representations may be sought from all those involved as to the circumstances which gave rise to the complaint. A decision as to the merits of the complaint will be made and confirmed in writing to you as speedily as possible.

We will inform you of our conclusions and the proposed resolution of the complaint, usually within 28 days of this being referred to us. Under no circumstances will the investigation take longer than 8 weeks.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint by:

- telephone on 0300 555 0333
- by email to enquiries@legalombudsman.org.uk
- in writing to Legal Ombudsman PO Box 6167 Slough SL1 0EH or
- via their website at <http://www.legalombudsman.org.uk>.

The Legal Ombudsman is an independent organisation, which is ultimately responsible to Parliament. It deals with complaints about the legal profession

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final response from us about your complaint or within six years of the act or omission about which you are complaining occurring, or if outside of this period, within three years of when you should reasonably have been aware of it.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client. Investigate allegations that a solicitor has breached rules of professional conduct.
- Express a view on whether a solicitors charges are fair and responsible.
- Ensure we have handled a complaint correctly.

The Legal Ombudsman will not:

- Determine whether a solicitor has been negligent.
- Give legal advice or tell a solicitor how to handle a case.
- Review the outcome of a court case
- Review a decision of the Legal Aid Agency

Before it will consider a complaint, the Legal Ombudsman generally requires that the firm's internal complaints procedure has been exhausted. If it is necessary to involve the Legal Ombudsman it may take up to six months from the end of the firm's procedure.

If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further.

Contacting the Solicitors Regulation Authority (SRA)

The SRA can aid you if you are concerned about our behaviour, for example in relation to:

- Claims of dishonesty.
- Taking or losing money.
- Treating you unfairly because of age, disability, or another characteristic.
- Shutting down the firm without informing you.

You can find information about raising concerns with the SRA at www.sra.org.uk in the "For the public" section.

If you require further information in relation to our Complaints Policy, please contact John Armstrong, the Complaints Manager.