

## Complaints

We are committed to providing high quality legal advice and client care. However, sometimes things can go wrong, and if they do, please tell us about it, so that we can try to resolve the issue.

As a first step, please contact the individual that was carrying out the work for you. If they are unable to resolve the issue to your satisfaction, you may then raise a formal complaint by contacting David Thompson by email at [davidthompson@thompsondarwin.com](mailto:davidthompson@thompsondarwin.com) or by post. The complaint will then be dealt with as follows:

- We will acknowledge receipt of your complaint within 5 working days, sending to you a copy of this policy. We will then carry out an investigation. This will normally involve reviewing the relevant file, and speaking to the lawyer who acted for you.
- We will try, within 21 days of receiving of your complaint, to send you a written reply, including a proposal for resolving it. If we think it will take longer than 21 days to respond we will tell you as soon as we can.
- If you are not satisfied with our response, please let us know why, in writing. We will then review our response, considering your further comments.
- We will write to you within 14 days after you asked for a review, confirming our final position on your complaint, and explaining the reasons for our position.

If you are not satisfied by our final position the Legal Ombudsman may be able to help you. The Legal Ombudsman's contact detail are:

Legal Ombudsman

PO Box 6167

Slough, SL1 0EH

Telephone: 0300 555 0333

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

website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you wish to complain to the Legal Ombudsman, you must do so within six months of receiving our final written response to your complaint, no more than one year from the date of the act or omission giving rise to your complaint, or no more than one year from the date when you should reasonably have known there was cause for complaint

We are also regulated by the Solicitors Regulation Authority (number 560954), and they may also be able to help if you are concerned about our behaviour. You can raise your concern at: <https://www.sra.org.uk/consumers/problems/report-solicitor/>