

Complaints Procedure

We want to give you the best possible service, however, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately so that we can do our best to resolve the problem.

If you would like to make a formal complaint, then this is how we will deal with your complaint.

If you have a complaint, please raise the problem with John Walmsley.

What will transpire next?

1. We will acknowledge receipt of your complaint in writing within three (3) days of receiving it. We may ask you to clarify any issues that you have raised.
2. We will then investigate your complaint. This will normally involve John Walmsley reviewing your file and where applicable, speaking to the consultant who acted for you.
3. Within fourteen (14) days of sending you the acknowledgement letter, John Walmsley will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, we may instead offer you a chance to discuss the matter by telephone.
4. Within three (3) days of the meeting, or any telephone conversation we have with you instead of a meeting, John Walmsley will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case he will send you a detailed written reply to your complaint (including his suggestions for resolving the matter), within twenty-eight (28) days of sending you the written acknowledgement of your complaint referred to above.

Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the [Solicitors Regulation Authority](#).

What to do if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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 (6) months of receiving a final response to your complaint; and
- No more than six (6) years from the date of act/omission; or
- No more than three (3) years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them (contact details below):

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

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