

The Firm is authorised and regulated by the Solicitors Regulation Authority. The Firm is committed to delivering high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the invoice, please contact the Practice Manager in writing at our Altrincham office. The Firm has an effective Complaints' Procedure in place and the policy document detailing this process is available upon request.

If you wish to make an objection to the invoice, you may apply to the Court for an assessment of the invoice under Part III of the Solicitor's Act 1974. If all or part of the invoice remains unpaid then the Firm may be entitled to charge interest (See Clause 3.15.1 above).

The Firm has eight weeks to consider your complaint. Should you remain dissatisfied with the outcome and the Firm's handling of your complaint, you are at liberty to contact the Legal Ombudsman whose details are as follows:

PO Box 6806, Wolverhampton WV1 9WJ
Tel: 0300 555 0333.
E-mail: enquiries@legalombudsman.org.uk .
Website: www.legalombudsman.org.uk.

Please note that:

Any complaint to the Legal Ombudsman must usually be made within six months of your having received a final written response from us about your complaint.

Complaints to the Legal Ombudsman must usually be made within six years of the act or omission occurring about which you are complaining; or within three years from when you should have known about or become aware that there were grounds for complaint.

The Legal Ombudsman will not accept complaints where the act or date of awareness was before 6th October 2010.

If you would like to see a copy of the Complaints' Procedure at any time, please contact the Practice Manager who will arrange for a copy to be sent to you.