

- Unreasonably refused a service to a complainant;
- Persistently or unreasonably offered a service that the complainant does not want.

Alternative Dispute Resolution

Alternative complaints bodies (such as Ombudsman Services - www.ombudsman-services.org) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

Other bodies include The European Online Dispute Resolution Platform is at <http://ec.europa.eu/consumers/odr>.

Please note that we do not agree to use Ombudsman Services.

Reporting to the Solicitors Regulation Authority ('SRA').

The Legal Ombudsman addresses your concerns about the level of service you received from us. Where there are more serious concerns that a solicitor or solicitor's firm has been involved in professional misconduct, then reports can also be made to the Solicitors Regulation Authority ('SRA'), the regulator of solicitors and solicitor firms. This could be for quite unusual and serious acts of misconduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can find out more about the SRA, including their contact details and professional conduct rules, on their website at <https://www.sra.org.uk> and can see how to report misconduct at: <https://www.sra.org.uk/consumers/problems/report-solicitor>

Continual improvement

We seek at all times to give our clients the best possible service. Your service issue or complaint will be recorded on our central register and will be used to improve our service to our clients by identifying the cause of any problems and correcting unsatisfactory procedures. Please be assured that we very much value both your business and your feedback.