

You should follow the firm's complaints procedure as set out in the client care letter, in the first instance. If, however, you do not feel satisfied at the outcome of this procedure then you can complain to either the Legal Ombudsman or the Solicitors Regulation Authority.

Complaints are divided into two categories

Customer Service

Conduct

If you wish to complain about customer service then please contact the Legal Ombudsman

The Legal Ombudsman - 0300 555 0333 - enquiries@legalombudsman.org.uk – www.legalombudsman.org.uk or write to them at PO Box 6806 Wolverhampton WV1 9WJ.

If you wish to complain about a solicitor's conduct then please contact the Solicitors Regulation Authority

SRA – 0370 606 2555 – complaints@sra.org.uk – www.sra.org.uk – or write to them at The Cube, 199 Wharfside Street, Birmingham B1 1RN