

COMPLAINTS

INFORMATION

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and, if appropriate, to resolve matters at the earliest opportunity.

If you have a complaint, discrepancy or query, please contact us with the details:

- ◆ Clearwater House, 3rd Floor, 4-7 Manchester Street, London W1U 3AE
- ◆ Tel.: +44 870 753 0925
- ◆ Fax: +44 870 762 7925
- ◆ Email: law@conybeare.com
- ◆ Web: www.conybeare.com

A complaint may relate to the service you have received or the invoice we have issued to you. In any case, you can expect to receive a quick response. If we believe that it will take us time to properly consider, assess and provide you with a detailed response, then we will let you know. If your complaint relates to an invoice, then there may also be a right to object to it by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974, but unpaid bills may result in interest charges being applied.

We undertake to look into any complaint carefully and promptly and to do all that we can to resolve matters. We will explain the position to you and provide you with any additional information you may request. If we have given you a less than satisfactory service, we undertake to try to do everything we can to put it right.

◆ DOCUMENT ◆

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If you are not satisfied with the outcome, then you may be entitled to take up matters with the Legal Ombudsman. You may do so at any time, but usually it is best to try to resolve matters with us first. However, any complaint should normally be notified to them within 6 months of our final written response when completing our complaints procedure, but within 12 months of you knowing there was a problem.

Further details can be obtained from www.legalombudsman.org.uk or by telephoning them on 0300 555 0333 (9am to 5pm) or by writing to them at PO Box 15870, Birmingham B30 9EB or by emailing them at enquiries@legalombudsman.org.uk.