
PRIVATUS LAW'S COMPLAINTS HANDLING POLICY

We are committed to providing high-quality legal advice and client care. If you are unhappy about any aspect of the service or about the bill, please contact the person who has conducted your matter as noted specifically in our Terms of Business. If your complaint is not resolved by the fee earner who has day to day conduct of your matter, please contact our Complaints Handling Manager Ivon Sampson who will provide you with a copy of our complaint's procedure and be your point of contact from then on.

- We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the legal Ombudsman. If you are not satisfied with our handling of complaint, you can ask the legal Ombudsman to consider the complaint. The Legal Ombudsman's contact details are:
 - Tel No: 0300 555 0333
 - Address: *Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ* ; Email us.
 - E-mail: enquiries@legalombudsman.org.uk.

Normally, you will need to bring a complaint to the legal Ombudsman within twelve months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we/I have [change as appropriate] provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues . If you would like to make a formal complaint, then you can request a copy of our fullread our full complaints procedure [link to your process]. Making a complaint will not affect how we handle your case.

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 months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three 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

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).