

Client Care: Complaints Procedure

It is the policy of this firm to investigate complaints and expressions of dissatisfaction fully and promptly. If you are unhappy about any aspect of the service you have received or about a bill, please contact the person dealing with your case in the first instance. If your concerns are not then resolved and you are still dissatisfied, please contact our Managing Director, David Bigmore on 01978 855058, or by email to db@dbigmore.co.uk or by post to Oak Mews, Trevalyn Manor, Manor Lane, Rossett LL12 0AQ. You should explain or set out full details of your complaint. David Bigmore will then look into the matter and let you have a response usually within 14 days of the complaint.

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.

The types of clients who may complain to the Ombudsman include (1) individuals and (2) companies which employ less than ten persons with an annual turnover and/or annual balance sheet of less than 2 million Euros.

If you would like more information about the Legal Ombudsman please contact them via any of the following:

Website www.legalombudsman.org.uk

Phone: 0300 555 0333 between 9am to 5pm

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If your complaint is about your bill, you may have a right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If you wish to take advantage of this procedure, you should be aware that there are strict time limits applicable and you may therefore wish to seek independent legal advice:

- Within a month from the date of our invoice your right for a detailed assessment is unconditional
- If you delay beyond a month the Court may impose restrictions

- Once a year has elapsed from the date of the invoice you will lose the right to a detailed assessment, unless there are special circumstances.

You should be aware that the Legal Ombudsman may not consider your complaint about a bill if you have applied to the court for such an assessment.

The Solicitors Regulation Authority

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. The SRA regulates solicitors to make sure they behave independently, fairly and with integrity. The SRA does not deal with complaints about poor service.

The SRA can be contacted at www.sra.org.uk or by phone on **0370 606 2555** or by **post to** The Cube, 199 Wharfside Street, Birmingham, B1 1RN