

What to do if you are unhappy with my service

I always endeavour to give you the best possible service. However, if you are unhappy with any aspect of my work or my bill then please let me know as soon as possible and I will do my best to resolve any issues:

Tel: 01225 287516,

E mail: jane.latham@lcls.co.uk

Post: Jane Latham, Latham Commercial Legal Services, The Cottage Suite, The Old Brewery, 53 Wine Street, Bradford on Avon, Wiltshire BA15 1NS

Or we can arrange to meet.

In the first instance, I will try to resolve any problem with you quickly but, if it becomes apparent that we are unable to resolve the matter between ourselves, I will invite a professional third party to mediate.

If you are still unhappy, then you may be able to complain to the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

Post: PO Box 6806, Wolverhampton, WV1 9WJ

Online: www.legalombudsman.org.uk

Tel: 0300 555 0333 between 9.00 to 17.00

E mail: enquiries@legalombudsman.org.uk

- Before accepting a complaint for investigation, the Legal Ombudsman will check that you have, firstly, tried to resolve your complaint with me and, secondly, that your application to them is within six months of receiving a final response from me regarding your complaint.
- Your application should be made no more than six years from the date of the of the reason for your complaint.

In some circumstances, the Ombudsman may consider your complaint after six years provided it is made no more than three years from when you should reasonably have known there was cause for complaint.

You cannot complain to the legal ombudsman if you are a business (unless you are a micro enterprise) or you are a club with annual income in excess of £1million.

Alternative complaints bodies (such as the 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.

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](http://www.sra.org.uk).