

## Complaints Procedure

At Simon Lacey Law Associates we aim to provide the best possible service to our clients and, in order to do this, we need to know from you if you feel dissatisfied. Should you have any occasion to feel unhappy about our service, or about the bill, please let me know straight away and I will discuss this with you. Should you wish to make a complaint, Mr Lacey is the person who deals with these matters and he will be prepared to meet with you to discuss your complaint. We have a procedure in place which details how we handle complaints which is available upon request. We have eight weeks to consider your complaint. If we have not resolved it within this time, or if you are not happy with our handling of your complaint, you may complain to the Legal Ombudsman (PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333, website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). The Legal Ombudsman will expect you to have given your lawyer a chance to resolve your complaint before it will get involved. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us and within six years from the date of the act or omission about which you are complaining, or three years from the date you should reasonably have known there were grounds for complaint.

You also have a right to complain about or challenge your bill by applying for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about a bill, if you have applied to the court for assessment of that bill.