

How to make a complaint

We always aim to provide you with the best possible service. However, problems can sometimes arise and if you ever become unhappy with, or have any concerns about, the service provided in your case then we do want to know so you should inform us immediately so that we can then do our best to resolve the problem.

In the first instance you should please contact the person who is working on your case to discuss your concerns and to see if a resolution can be reached informally in that way. But if not and you would like to make a formal complaint please contact the firm's complaints handling partner, namely Peter Wilkinson, on 01606 780400, or by email to pdw@chambersfletcher.co.uk, or by post to Chambers Fletcher, 20 Winnington Street, Northwich, Cheshire, CW8 1AF. We have a procedure in place which details how we handle complaints and which is available by contacting Peter Wilkinson.

The Solicitors Regulation Authority can help you 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.

You can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/). <https://www.sra.org.uk/>

What if we cannot resolve your complaint?

The Legal Ombudsman may be able to help you if we are unable to resolve your complaint ourselves. They will investigate your complaint independently, but 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, but we have not been able to resolve your complaint, and you wish to take your complaint to the Legal Ombudsman, then there are some time limits you need to be aware of. The time limits for referring a complaint to the Legal Ombudsman will be taken no later than:

- (1) One year from the date of the act or omission being complained about, OR
- (2) One year from the date when the complainant should have realised that there was a cause for complaint.
- (3) Please also note that you must complain to the Legal Ombudsman within six months of receiving our final response to your complaint.

If you would like more information about the Legal Ombudsman you may contact them as follows:

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

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