

COMPLAINTS PROCEDURE – TALBOTS LAW LTD

Talbots considers client satisfaction to be of paramount importance and we are disappointed if our service falls below the high standards we set ourselves and which our clients rightly expect to receive. **Talbots** recognises, however, that things can occasionally not go according to plan and, should that happen, we aim to deal with such an occurrence as positively and proactively as possible.

1. If you are unhappy with an aspect of our service, you should raise the matter with Pete Dowd, Compliance and Complaints Executive.

Pete's address is Ground Floor, Unit 7, Waterfront Business Park, Waterfront Way, Brierley Hill, West Midlands, DY5 1LX

Telephone: 01384 431027

Email: compliance@talbotslaw.co.uk

Pete will acknowledge receipt of your complaint within three working days and will state when he expects to provide a full response.

2. If you are not satisfied with the response, or if you have not received a full response after eight weeks have elapsed from the date of your complaint, you have the right to complain to the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Telephone: 0300 555 0333 Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Complaints to the Legal Ombudsman must normally be made within 6 months of you receiving a final written response from us about your complaint. The time limits for referring a complaint to the Legal Ombudsman will be not later than: within one year of the act or omission being complained about; or if the act or omission happened more than one year ago, the complaint must be brought within one year of the complainant becoming aware of the act or omission.

Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

3. If a complaint cannot be resolved, you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. Talbots are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.