



COMPLAINTS PROCEDURE

What Is Our Commitment To Our Clients?

We always strive to give you the best possible service. In the unlikely event that we fall short of the standards you are entitled to expect, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from your complaint and use it to improve our service

What Is A Complaint?

A complaint is when you tell us you are not happy about the service we have provided.

It can be about anything and could include:

- You believe we have not done what you asked us to do;
- You believe we have involved you in unreasonable delays;
- You believe we have given you inaccurate or incomplete information;
- You believe we have failed to reply to your phone calls or letters, or have not kept you informed about what is going on;
- A complaint about the firm's bill.

How Do You Make A Complaint?

If you wish to make a complaint you should contact our Complaints Handling Partner **Simon Robinson** by any reasonable method methods. Contact details are as follows:

By email: info@baldwinandrobison.co.uk

In writing:

The Complaints Handling Partner
4 Oxted Chambers, 185-187 Station Road East,
Oxted, Surrey RH8 0QE



By phone: 01883 708155

By fax: 01883 708156

In person: our offices (see above address)

We will fully investigate your complaint and reply to you within 10 working days.

What If You Are Still Unhappy?

If still unresolved at this stage, the complainant may take their complaint to the Legal Ombudsman - you will have to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint and 6 years from the date of the act or omission giving rise to the complaint or alternatively 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago).

The address of the Legal Ombudsman is:

PO Box 6806,
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333;

Or, view their website at www.legalombudsman.org.uk

Email enquiries to: enquiries@legalombudsman.org.uk.

