



## Complaints Policy

We want to give you the best possible service but recognise that everyone is human and sometimes things can go wrong no matter how hard we try. If at any point you should become unhappy or concerned about the service we have provided then you should let us know us immediately, so that we can do our best to resolve the problem.

In the first instance it is best to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. Alternatively, you can speak to another person at the firm.

Should you wish to make a formal complaint, you can do so by writing to us within one year of the matter about which you wish to complain having occurred. We would normally expect you to have raised the matter with the person dealing before making a formal complaint. The letter should be sent to us at The Old Counting House, 82e High Street, Wallingford, Oxon, OX10 0BS.

Please set out quite clearly the issues that are of concern and that you would like this to be recorded as a formal complaint for investigation. Once we have received your complaint, we will confirm this and review your file. We may ask you to clarify matters if something in your complaint is not clear.

Our aim is to respond within a period of 21 days, but it may be as much as 8 weeks if the matter is complicated or needs significant research. Once we have investigated, we will provide you with a response in writing.

If the matter is not resolved, you may write to us again and the matter will be investigated by the Managing Director, an investigation has not already been done by him. We will write to you with the outcome of our investigation.

You may also use the Online Dispute Resolution platform provided through the European Union if you have instructed us through our website, portal or by email. The link to this platform is: <http://ec.europa.eu/consumers/odr>

If we cannot resolve your complaint, the Legal Ombudsman may be able to help. They will look at your complaint independently and it will not affect how we handle your case.

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, and you are still not satisfied, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman can be contacted at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or on 0300 555 0333