

# **TWOMLOWS Solicitors and Advocates**

## **Complaints Procedure**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and they will do their best to resolve any issues before matters develop into a formal complaint. If you would like to make a formal complaint you should contact our complaints officer

### **Andrew Twomlow**

15-16 Upper Church Street, Chepstow, NP26 5EX

Tel 01291 623323

Email [a.twomlow@twomlows.com](mailto:a.twomlow@twomlows.com)

An acknowledgement of your complaint will be sent within 7 working days.

Andrew Twomlow, will investigate your complaint and a full written response will be sent to you within 28 days of receipt of the original complaint.

### ***What to do if we cannot resolve your complaint***

If we have not resolved your complaint within 8 weeks you have the right to refer the complaint to the Legal Ombudsman who 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, then you must take your complaint to the Legal Ombudsman:

Within six months of receiving our final response to your complaint; and

No more than one year from the date of the act or omission being complained about; or

No more than one year from the date when you should reasonably have known that there was cause for complaint

If you would like more information about the Legal Ombudsman please contact them.

Contact Details:

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Visit : [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00

Email: [ehquiries@legalombudsman.org.uk](mailto:ehquiries@legalombudsman.org.uk)

Please Note before contacting the Legal Ombudsman:

1 If your complaint is specifically about our bill you have the right to object to it and apply for an assessment of it under part III of the Solicitors Act 1974. If you should choose to exercise this right and the Court is assessing our bill, you may be unable to use the Legal Ombudsman Service

2 If you are complaining as a business client, unless you are a “micro business” (as defined by the European Union) you might not be able to use the Legal Ombudsman Service and should check the guidance on the Legal Ombudsman website

3 If you refer your complaint to the Legal Ombudsman as a trustee/personal representative (executor/administrator) or beneficiary of the estate/trust of a person who, before they died, had not referred the complaint to the Legal Ombudsman the period runs from when the deceased should reasonably have known there was a cause for complaint; and when the complainant (or the deceased) should reasonably have known there was a cause for complaint will be assessed on the basis of the complainant’s (or deceased’s) own knowledge, disregarding what the complainant (or the deceased) might have been told if he/she had sought advice.

4 If the Ombudsman considers there are exceptional circumstance (e.g. serious illness or you were still within the time limits when you made your initial complaint to them) then he/she may extend any of the above time limits to the extent that he/she considers fair.

***Solicitors Regulation Authority (SRA)***

You can also complain to the SRA if you are concerned about the behaviour of this firm. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other protected characteristic.

Further details of when and how you can do so can be found by clicking on the SRA Digital Badge on our website at [www.twomlow.com/index.html](http://www.twomlow.com/index.html)