

Complaints Procedure

Introduction

If you are dissatisfied with the service we have provided that you have the right to complain to us. You can also register a complaint with the Legal Ombudsman. This has been operational since October 6th, 2010 and is ultimately responsible for ensuring that complaints are dealt with appropriately.

However, before you contact the Legal Ombudsman you must first register an official complaint with us.

You may register your complaint with us, by emailing the firm's Client Care Partner, Nick Morris at nick.morris@ncmorris.co.uk or Charles Joly at Charles.joly@ncmorris.co.uk (in the event your concerns relate to Nick Morris).

Normally, the Legal Ombudsman expects you to give us 8 weeks to try to resolve the matter. If after 8 weeks you are still dissatisfied you can then involve the Legal Ombudsman.

For more information on how the Legal Ombudsman works please visit the Legal Ombudsman website www.legalombudsman.org.uk.

Legal Ombudsman Contact Details

Call 0300 555 0333 between 10am to 4pm.

NGT Lite: 18001 0300 555 0333

Minicom text phone: 18002 0300 555 0333

Email enquiries@legalombudsman.org.uk

Postal Address: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Timescales

In normal circumstances, you are required to register a complaint within one year. You must then give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of our complaints procedure.

In summary:

- You must register your complaint with us within one year.
- The Legal Ombudsman expects you to give us 8 weeks to try to resolve your complaint.
- After this time, you can contact the Legal Ombudsman (but you must do so within 6 months).

Getting Started

To register a formal complaint, please write to us and include all the information suggested by the Legal Ombudsman – their website includes some useful checklists and sample letters.

In addition to the Legal Ombudsman, several other complaints bodies exist which are also able to deal with complaints about legal services – these are: Ombudsman Services, ProMediate, Small Claims

Mediation and the European Online Dispute Resolution platform. Information about these alternatives can be found at:

- www.ombudsman-services.org
- www.promediate.co.uk
- ec.europa.eu/consumers/odr/

Solicitors Regulation Authority

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 – www.sra.org.uk.