

COMPLAINT INFORMATION

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so 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 we will do our best to resolve any issues.

If you would like to make a formal complaint then you can read our full complaints procedure. However, please be aware making a complaint will not affect how we handle your case.

COMPLAINTS PROCEDURE

If you have not been able to resolve your issue direct with the Fee Earner involved then you should send written confirmation of the issues that you wish to make a complaint about to the Complaints Officer, Ron Pundick email at ronpundick@rothwellandevans.co.uk

You can also write to him by post and he is based at our Swinton Office, 1-3 Station Road Swinton M27 6AH. If your complaint is about Ron Pundick, then your complaint should be directed to Lorna Bowen at lornabowen@rothwellandevans.co.uk or posted to her at our Sale office at 3 Claremont Road Sale M33 7DZ.

1. Ron Pundick or Lorna Bowen will acknowledge receipt of your complaint in writing within 7 days of receipt:
2. Ron Pundick or Lorna Bowen will then write to you within 14 days thereof following an investigation into the issues you raise and dealing with your complaint in the substantive sense. We will confirm the issues and clarify in respect of which we believe we have failed to meet our duty of care to you and which we do not believe we have so failed:
3. We will then offer to you our recompense in respect of any areas we believe we have fallen below the standards we are obligated to meet;

4. You are then free to:

- (a) Accept the result of our findings in full:
- (b) Accept the result of our findings in part and perhaps reach a compromise:
- (c) Refute the result of our findings in part or in full and refer the matter to the Legal Ombudsman.

Legal Ombudsman

A complaint to the Legal Ombudsman must be made:

- (a) Within 6 months of receiving our final response to your Complaint: and
- (b) No more than 1 year from the date of the act or omission being complaint about: or
- (c) No more than 1 year from the date when you should reasonable have known that there was cause for complaint.

The Legal Ombudsman can be contacted at

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Complaint to the Solicitors Regulation Authority (SRA)

If your complaint relates to a breach of the SRA Code of Conduct and you are not satisfied with our response, then you can report us to the Solicitors Regulation Authority. Examples of a breach would include dishonesty, fraud or discrimination.

The SRA's Rules aim to uphold high professional standards and members of the public, clients and others are entitled to let the

SRA know when things go wrong in a way that breaches their rules.

The best way to contact the SRA, is using the link www.sra.org.uk/report