

COMPLAINTS PROCEDURE

MAKING A FORMAL COMPLAINT

1. If you wish to make a formal complaint, this should be addressed to our Head of Practice in writing or by email at **complaints@courmacslegal.co.uk**. Please set out the details of your complaint clearly.
2. We will acknowledge receipt of your complaint within seven working days.
3. Your complaint will be reviewed by our Head of Practice and the person responsible for your matter. We aim to issue a final written response within 14 days of receiving your complaint. However, some matters may require further investigation. Where this is the case, we will keep you informed of progress. In line with regulatory guidance, the maximum timeframe for firms to investigate and provide a final written response is eight weeks.
4. Our response will set out the outcome of our investigation, any proposed resolution and, where appropriate, any procedural changes we will make to ensure the issue does not arise again. Making a complaint will not affect how we handle your case.

TAKING YOUR COMPLAINT FURTHER

If you are not satisfied with our response, you are entitled to refer your complaint to the **Legal Ombudsman**, which investigates complaints about the service provided by legal professionals.

YOU CAN CONTACT THE LEGAL OMBUDSMAN AT:

Address: Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Telephone: 0300 555 0333

Website: <https://www.legalombudsman.org.uk>

TIME LIMITS FOR CONTACTING THE LEGAL OMBUDSMAN:

You must refer your complaint to the Legal Ombudsman within **one year** from the date of the act or omission being complained about, or within **one year from when you should reasonably have known** there was cause for complaint. You must also bring your complaint to the Legal Ombudsman within **six months of receiving our final written response** to your complaint.

CONTACTING THE SOLICITOR'S REGULATION AUTHORITY (SRA)

The Solicitors Regulation Authority (SRA) regulates solicitors in England and Wales and can help if you are concerned about a solicitor's behaviour or conduct.

The SRA does not deal with complaints about service. Service complaints should be directed to the Legal Ombudsman as set out above. However, you can contact the SRA if you are concerned about issues such as dishonesty, discrimination, breach of professional rules, or other regulatory matters.

Phone number

0330 341 0481

Offices address

Alexander House, Beehive Trading Park
Haslingden Rd, Blackburn, BB1 2EE

Mail

info@courmacslegal.co.uk

YOU CAN CONTACT THE SRA AT:

Address: Solicitors Regulation Authority

The Cube

199 Wharfside Street

Birmingham

B1 1RN

Website: <https://www.sra.org.uk>

Email: report@sra.org.uk

Phone number

0330 341 0481

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