



## Making a Formal Complaint

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](mailto:complaints@courmacslegal.co.uk). Please set out the details of your complaint clearly.

We will acknowledge receipt of your complaint within **7 working days**.

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 issues 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 **8 weeks**.

Our response will outline the outcome of our investigation, any proposed resolution, and, where appropriate, any procedural changes we will implement to prevent the issue from arising 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.

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### YOU CAN CONTACT THE LEGAL OMBUDSMAN AT:

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**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**



0330 341 0481



[info@courmacslegal.co.uk](mailto:info@courmacslegal.co.uk)



One Cathedral Square, Blackburn, BB1 1FB

**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 Solicitors 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.

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### **YOU CAN CONTACT THE SRA AT:**

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**Address:** Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN

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

**Email:** [report@sra.org.uk](mailto:report@sra.org.uk)