

## **Complaints**

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact Brian Saville on 0161 491 8540 [brian@savilles-solicitors.co.uk](mailto:brian@savilles-solicitors.co.uk) or by post 25c Gatley Road Cheadle Cheshire SK8 1LY.

We have a written procedure that sets out how we handle complaints. It is available at 25c Gatley Road Cheadle Cheshire SK8 1LY.

We have eight weeks to consider your complaint. We will fully investigate your complaint and endeavour to resolve it internally or by referring it to an independent complaints handler. If for any reason, we or the independent complaints handler are unable to resolve any problem, you have the right to complain to the Legal Ombudsman at the conclusion of our complaints process

The Legal Ombudsman's contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ

0300 555 0333—from 8.30am to 5.30pm

[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Generally, the Legal Ombudsman deals with complaints relating to acts or omissions that happened after 5 October 2010.

Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

The Legal Ombudsman deals with complaints by consumers and very small businesses. This means that some clients may not have the right to complain to the Legal Ombudsman, eg charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.