

## Meridian Private Client Solicitors Limited

### Complaints Procedure

#### Making a complaint

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 that 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 at this stage.

If you would like to make a formal complaint, you should refer the matter to the partner identified for this purpose in our Letter of Engagement with you and they will deal with your complaint in accordance with our complaints policy.

Making a complaint will not affect how we handle your case.

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](#) (please click the link).

#### What do to if we cannot resolve your complaint internally

If we are unable to resolve your complaint ourselves, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case.

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you would like more information about the Legal Ombudsman, please contact them.

#### **Contact details**

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

Call: 0300 555 0333 between 9am to 5pm

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

Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ