

Whitelock & Storr

Solar House
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COMPLAINTS PROCEDURE

If at any stage in your case, you are not happy with the work that we are doing for you or if you have objections to our bill, you should raise this with the Partner dealing with your case. If you are still not satisfied, you should discuss your complaint with another Partner of the firm. We have a procedure in place which details how we handle complaints and this is available on request.

If you feel that your complaint has still not been dealt with to your satisfaction you are entitled to refer your complaint to the Legal Ombudsman by ringing 0300 555 0333 or by email to enquiries@legalombudsman.org.uk or by post to Legal Ombudsman, P.O.Box 6806, WV1 9WJ. Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. Please note the Ombudsman will often not agree to look into a complaint which has not yet been taken through a firm's complaints procedure.

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 <http://www.sra.org.uk/consumers/problems/report-solicitor.page>