

## **BBL SOLICITORS LLP – COMPLAINTS PROCEDURE**

**BBL Solicitors LLP prides itself on the high quality of its service...accuracy, attention to detail and considered advice.**

We aim to provide you with the best possible service. However, if you are concerned about the service we have provided then you should inform us, so that we can do our best to resolve the problem.

### **Our procedure for complaints:**

1. In the first instance you should contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues.
2. If you would like to make a formal complaint, you should write to by way of post us at our office address setting out the reasons for the complaint. We will usually endeavour to write to you within 14 working days of receipt of the complaint acknowledging the complaint and setting out a timetable for dealing with it.
3. We will review the complaint. We will generally endeavour to complete this within 28 working days of our initial letter acknowledging the complaint where possible. We may require longer but we will endeavour to provide an update on progress and provide an estimate as to when we can provide a full response.
4. We will then confirm our findings usually in writing with our views on the complaint and how we propose to resolve it, hopefully to your satisfaction.
5. If you are not satisfied with our findings, you may refer the complaint to the Legal Ombudsman, an independent authority that deals with complaints. The complaint must usually be made within 6 months of the date of our final decision on your complaint. The Legal Ombudsman will expect you to have attempted to resolve your complaint with us directly first. Their details are -

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ  
0300 555 0333  
enquiries@legalombudsman.org.uk  
www.legalombudsman.org.uk.

6. The Solicitors Regulation Authority can help if there are concerns about things like taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Their details can be found at [www.sra.org.uk](http://www.sra.org.uk).