

Diplock Solicitors

Complaint Procedure

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about a bill, please contact your main contact at the firm on our main telephone number or by post to our main office address. Our complaint handling person is **Ms Attia Bano**. Please send a written complaint to her and she will try to resolve it within four weeks.

If you are not satisfied with the resolution of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ or by email at www.legalombudsman.org.uk to consider the complaint. 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 or within six years of the act or omission about which you complaining (or if outside of this period, within three years of when you should reasonably have been aware of it.)

Alternative complaints bodies, such as Ombudsman service (<https://www.ombudsman-services.org/>) or small claims mediation, exist which are competent to deal with complaints about legal services should you wish to use such a scheme.