



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 the main contact at the firm on our main telephone number or by posting to our main office address. Our complaint handler is **Ms. Attia Bano**. Please send a written complaint to her attia@diplocksolicitors.com or by post to 764 Barking Road, E13 9PJ.

We may invite you to meet with **Ms. Bano** to discuss your complaint. We will also investigate your complaint by examining the file of your paper and 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 to enquiries@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 are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it.)

However, please note that from 1st April 2023 these time limits are changing. From the 1st April 2023, the Legal Ombudsman expect 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 the realizing there was a concern. The requirements to refer your concerns to the legal Ombudsman within six months of our final response to you remains the same.

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.

You may also refer the matter to the solicitors Regulation Authority (SRA), if the matter is losing your money, or treating you unfairly etc., because of your age, a disability, or another characteristic. You can contact Solicitors Regulation Authority by using the Website: <https://www.sra.org.uk/consumers/problems/>

 : 0203 411 2218  : 0203 602 8534
 : info@diplocksolicitors.com
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HEAD OFFICE

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