



Complaints Procedure

Complaints about legal services provided by Armstrong Family Law

I am committed to providing a high-quality legal service to all my clients. If something goes wrong, I need you to tell me about it. This will help me to maintain and improve my standards. If you have a complaint, please contact me with the details. If I have to change any of the timescales set out below I will let you know.

1. Within three days I will send you a letter acknowledging your complaint and, if necessary, I will ask you to confirm or explain the details. I may suggest that we meet to clarify any details.

2. I will then record your complaint in my central register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps.
 - If I acted for you, I will consider your complaint. I will then send you my detailed reply or invite you to a meeting to discuss the matter within 14 days of receiving the complaint.

 - If someone else acted for you, I will ask them to give me their reply to your complaint. I will then examine their reply and the information in your complaint file. I may also speak to the person who acted for you.

3. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress.

4. Within three days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you. In appropriate cases I could offer an apology, a reduction of any

bill or a repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please contact me again. I will then arrange to review my decision within the next 10 days. This may happen in one of the following ways.

- I will review the decision myself; or
- I will arrange for a colleague (if available) who is not connected with the complaint to review my decision.

6. I will let you know the result of the review within five days of the end of the review. At this time, I will write to you confirming my final position on your complaint and explaining my reasons.

What to do if I cannot resolve your complaint

The Legal Ombudsman may be able to help you if I am unable to resolve your complaint. The Ombudsman will look at your complaint independently and it will not affect how I handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with me first. If you have, then your complaint to the Legal Ombudsman must be made:

- within six months of receiving a final response to your complaint and
- no more than one year from the date of act/omission; or
- no more than one year from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact it here:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Please note that the Legal Ombudsman will only deal with complaints from, in broad terms, (1) individuals, including sole traders, (2) micro enterprises (less than 10 employees and a turnover less than £2 million, (3) small charities and clubs/associations with an annual income net of tax less than £1 million, (4) trustees of a trust with an asset value of less than £1 million, and (4) beneficiaries of an estate.

What to do if you are unhappy with my behaviour

The Solicitors Regulation Authority can help if you are concerned about my 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. Visit the SRA website at www.sra.org.uk to see how you can raise your concerns with the Solicitors Regulation Authority.

You also have the right to object to your bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.