

EMM LEGAL

COMPLAINTS POLICY

Edmonds Marshall McMahon want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you would like to make a formal complaint, then you can read our full **Complaints Procedure**, also found on our site. Making a complaint will not affect how we handle your case.

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 the **Solicitors Regulation Authority**.

What to do if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will review your complaint independently and it will not affect how we handle your case.

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

- Within six (6) months of receiving a final response to your complaint, and
- No more than one (1) year from the date of act/omission being complained about; or
- No more than one (1) 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 them using the details below:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 10am to 4pm

Email: enquiries@legalombudsman.org.uk

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

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