

COMPLAINTS POLICY

At Bevan Rose we are committed to providing the highest-quality service and advice to all our clients. This includes our promise to put things right when they go wrong. If you have been dissatisfied with any aspect of the service you have received - from the way you were treated, the quality of advice you received or the amount of your invoice - please let us know, so we can put it right.

What to do:

1. In the first instance, you should contact the person dealing with your file. You can use the email, telephone, Skype, Lync or post details on your initial correspondence or by contacting us on 0330 313 0330.

We will let you know we have received your complaint upon receipt.

2. In most cases, the person dealing with your file will be able to resolve your concerns but, if this is not possible, we will review the file thoroughly and let you have a full response within ten days.
3. If you are not satisfied, please let us know. It would be helpful if you could contact us within the next 21 days, but there is no obligation on you to do so.
4. The Principal of the firm, or an independent solicitor we appoint, will review our decision in light of any comments that you make. We will let you know the result of the review within ten days.
5. If we haven't been able to resolve your concerns, you may have the right to contact the Legal Ombudsman (LeO). The LeO expect firms to have been given the opportunity to conclude their examination of complaints and will usually expect to have complaints referred to them within twelve months of the end of our complaints handling process as set out above.

The services provided by the LeO are limited to individuals and smaller organisations. For more

details of their service see their website and the terms of business provided to you when you first instructed us.

The LeO's contact details are:

Telephone: 0300 555 0333

Minicom: 0300 555 1777

E-mail: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

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

You should note that the LeO may not be able to accept your complaint if:

- a. more than six years have elapsed from the date of the alleged act or omission giving rise to your complaint; or
- b. more than three years have elapsed since the time that you should have known about your entitlement to make a complaint if later than above.

We're committed to resolving your complaint promptly and in accordance with the timeframe shown above. If for any reason it is not possible to observe the time limits in any of the stages, we will let you know and explain why.

Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using our services.

*Calls to 0330 numbers will cost no more than 01 or 02 numbers from a landline or mobile. If you get 'inclusive minutes' with your package then these are included.



BEVAN ROSE COMPLAINTS PROCESS AT A GLANCE

