

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.
2. You can contact us by email: hello@bevanrose.com, telephone: 0330 313 0330, or post: 11 Hunters Walk, Canal Street, Chester, CH1 4EB.

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

3. 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.
4. 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.
5. 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.
6. 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.

What to do if we cannot resolve your complaint

7. The Legal Ombudsman (LeO) can help if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.
8. 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:

- a. Within six months of receiving a final response to your complaint; and
- b. No more than six years from the date of act/omission; or
- c. No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more about the Legal Ombudsman, please contact them:

The LeO's contact details are:

Telephone: 0300 555 0333

E-mail: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

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

What to do if you are unhappy with our behaviour

9. The Solicitors Regulation Authority can help if you are concerned about our behavior. 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 their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

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.



BEVAN ROSE COMPLAINTS PROCESS AT A GLANCE

