**Complaints pOLICY**

We pride ourselves on excellent client service as we believe that, by looking after our clients, we will retain their custom, and secure new clients by word of mouth.

It follows that we want to know about any problems and we will take every complaint seriously. We will conduct and impartial investigation and, if necessary, take remedial action.

In the unlikely event that you want to file a complaint, including a complaint about your bill, please write to Gaynor Williams, Solicitor and Partner.

We are confident that we can resolve any problem to your satisfaction. If not, you are entitled to seek assistance from the Legal Ombudsman. You should contact the Legal Ombudsman within six months of our written response. The contact details are:-

Telephone 0300 555 0333

Email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post at PO Box 6806, Wolverhampton WV1 9WJ.

Unresolved complaints about a bill can be dealt with by the Court by way of an assessment of the bill under Part III of the Solicitors Act 1974.