

ANDREWS MARTIN

COMPLAINTS PROCEDURE

- 1.1 In the event of a problem between you and us, you have the right to complain.
- 1.2 If you want to complain, please forward a letter addressed to one of the firm's partners Mr Richard Martin or Mrs Patricia Martin confirming that you wish to complain. The letter should set out the broad details of your complaint.
- 1.3 Your complaint can refer to any aspect of the way in which the firm is handling your case, including our bills.
- 1.4 The Partner will consider any complaint received in as objective a manner as possible and seek to resolve the dissatisfaction. If appropriate, and in the event that the Partner considers that the complaint has foundation, the Partner may suggest appropriate redress.
- 1.5 If, following the completion of the firm's complaints procedure, you feel that your complaint has still not been satisfactorily resolved, then you have the right to complain to the Legal Ombudsman. Any such complaint should be made within 15 days after we confirm to you that the firm's complaints procedure has been completed.
- 1.6 You can contact the Legal Ombudsman at the following address: PO Box 6806
Wolverhampton WV1 9WJ Telephone 0300 555 0333, email:
enquiries@legalombudsman.org.uk.
- 1.7 If your complaint is in connection to any or all of our bills, you can also object to all or any of the bills by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.
- 1.8 If all or part of the bill remains unpaid the firm may be entitled to charge interest.

Please visit <http://www.sra.org.uk> for further information.