

If at any point you become unhappy or concerned about the service, I have provided, you should inform immediately, so that I can try to resolve the problem. As I am a sole practitioner with no staff, there is no further internal complaints procedure

What to do if I cannot resolve your complaint

The Office for Legal Complaints (OLC) can help you under its ombudsman scheme if I am unable to resolve your complaint myself. It will look at your complaint independently and it will not affect how I handle your case.

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

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

If you would like more information about the Legal Ombudsman, please contact it.

Contact details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with my behaviour

The Solicitors Regulation Authority can help if you are concerned about my 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.

Visit its website to see how you can raise your concerns with the it at <https://www.sra.org.uk/consumers/problems/report-solicitor/>.

END

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**Roderick Ramage**

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**authorised and regulated by the Solicitors' Regulation Authority number 231800**

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