

RUSSELLS
SOLICITORS AND COMMISSIONERS FOR OATHS
119-121 Station Road Chingford London E4 6BN
Tel: 020 8529 5933 Fax: 020 8529 5504

Complaints handling procedure

Although we are committed to providing a quality service, and will be disappointed should any of its clients be dissatisfied with any part of that service, we hope it is reassuring for clients to know that we have a procedure for resolving difficulties. Making a complaint will not affect how we handle your case.

Clients who feel they have any reason to be dissatisfied with the service provided by the Firm or who are dissatisfied with the amount of the Firm's charges should first raise the matter with the fee earner who has undertaken the work.

If that does not resolve it and when the fee earner involved is not a Partner, raise the matter informally with Mr Hughes. If he does not resolve it, please raise the matter formally in writing with Mr Hughes.

If we are unable to resolve your complaint ourselves, you are able to take your complaint to the Legal Ombudsman. Any complaint to the Legal Ombudsman must normally be made within 6 months of the date of our final decision as to your complaint. However, please note that as of 1st April 2023, complaints to the Legal Ombudsman must be made no later than 1 year from the date of the act/omission being complained about, or the date when you should have realised that there was cause for complaint.

The Legal Ombudsman will check that you have tried to resolve your complaint with us first.

If you would like more information about the Legal Ombudsman and the services provided please use the following contact details:-

Visit: www.legalombudsman.org.uk
Email: enquiries@legalombudsman.org.uk
Phone: 0300 555 0333
Write to: Legal Ombudsman, PO Box 6167, Slough SL1 0EH