

Complaints Handling process

We are committed to providing a high quality legal service to you. If you think something has gone wrong please tell us about it as it will help us to improve our standards.

In the first instance it may be helpful to contact the person who is working on your case, or their supervisor, to discuss your concerns and we will do our best to resolve any issues at that stage.

If they are not able to resolve your concerns you can contact our Practice Manager or Client Care Partner on (01992) 578642. You can write to either of them at Foskett Marr Gadsby and Head 181 High Street Epping Essex CM16 4BQ. A copy of our complaints procedure is available from our Practice Manager or you can read it [here](#). Making a complaint will not affect how we handle your case.

The Legal Ombudsman can help you 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.

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:

- 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 them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ