

## **Complaints**

We are committed to providing a high-quality service to our clients, and we are confident that we can honour this. We value you and want you to be happy with the service you receive. In the event that you are not satisfied with the handling of your matter, or if you have any concerns about the service you have received, you are entitled to complain.

We take every complaint seriously and strive to ensure that all complaints are handled promptly, fairly and effectively in accordance with our complaints procedure.

In the first instance, any issues should be taken up with the fee earner dealing with your case.

If the fee earner is unable to resolve the problem to your satisfaction, or you would prefer not to speak to the relevant fee-earner, you can make a formal complaint to the Complaints Handling Director ([Kathryn.lucas@environmentpractice.co.uk](mailto:Kathryn.lucas@environmentpractice.co.uk)) in writing, providing full details of the issue(s) subject to the complaint. If we require any further information, we will let you know.

We will acknowledge any written communication of your complaint within 2 working days. We will confirm how your complaint will be handled and the likely timescale you can expect us to revert with our findings. We will conclude our investigation within 8 weeks of your complaint being made. In exceptional cases, we may need more time. Where this is the case, we will contact you to let you know that an extension is required and the reason for this. We will also let you know when you can expect to receive a response.

We will not charge you for investigating your complaint and making a complaint will not affect how we handle your case.

If your complaint relates to costs we have charged you, you may have the right to object to our invoice and apply for an assessment of the invoice under Part III of the Solicitors Act 1974 (as set out at the bottom of our invoices).

### **What to do if we cannot resolve your complaint**

If we are unable to resolve your complaint, you can ask the Legal Ombudsman to consider the matter independently. Before taking your complaint to the Legal Ombudsman, you must have first tried to resolve your complaint with us.

The Legal Ombudsman's details are as follows:-

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone – 03005550333 (available between 09.00 and 17.00)  
Email - [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman deals with complaints by consumers and very small businesses. This means some clients may not have the right to complain to the Legal Ombudsman, e.g. charities or clubs with an annual income of more than £1m, trustees of trusts with asset value of more than £1m and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.

All solicitors are obliged to attempt to resolve problems that clients may have with the service provided. It is therefore important that you bring any concerns to our attention as soon as possible.

What to do if you are unhappy with our behaviour The Solicitors Regulation Authority can help if you are concerned about our 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 their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).