

COMPLAINTS PROCEDURE

INTRODUCTION

At Enoch Evans LLP, we are committed to providing a high-quality legal service to all of our clients. In the unlikely event of something going wrong, or if you become unhappy or concerned about the service we have provided, you should inform us immediately so that we can do our best to resolve the problem.

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

HOW DO I MAKE A COMPLAINT

If you would like to make a formal complaint, then please write to Mr David Evans, our Client Care Partner. His details are: -

Mr David Evans
Managing Partner
Enoch Evans LLP
6-9 Hatherton Road
Walsall
West Midlands
WS1 1XS

E-mail: dje@enoch-evans.co.uk
Telephone: 01922 728104

A copy of our formal Complaint Procedure can be found [here](#):

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WHAT IF I AM NOT SATISFIED WITH THE OUTCOME

The majority of concerns are resolved at this stage. However, if you remain unhappy, or we have been unable to resolve your concerns, you can ask the Legal Ombudsman to look into your complaint.

However, the Legal Ombudsman will check that you have tried to resolve your complaint with us first so before you contact the Legal Ombudsman you must first register an official complaint with us. You can contact the Legal Ombudsman: -

- by post Legal Ombudsman, PO Box 6806 Wolverhampton, WV1 9WJ
- by telephone; 0300 555 0333 (9.00am to 5.00pm)
- by e-mail; enquiries@legalombudsman.org.uk

For more information in relation to the Legal Ombudsman see: - www.legalombudsman.org.uk

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TIMESCALES

You must give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman. A complaint to the Legal Ombudsman must: -

- be made within six months of receipt of our final response to your complaint;
- and
- no more than 6 years from the act or omission about which you are complaining occurring;
- or
- no more than three years from when you should reasonably have known there was a cause for complaint.

[THE SOLICITORS REGULATION AUTHORITY](#)

The Solicitors Regulation Authority can help you 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.

[WHAT WILL IT COST](#)

We will not charge for handling your complaint.

The Legal Ombudsman service is free of charge.