

OUR COMPLAINTS POLICY

We work hard to provide our clients with the best possible service but if you have any concerns, please let us know.

In the first instance, please contact the person dealing with your matter and they will be happy to discuss your concerns and do their best to resolve the matter for you.

However, if you still wish to make a formal complaint then please contact Mr Anthony Wade (sole proprietor) by letter or email: -

Letter: 35 The Strand
Exmouth
EX8 1AQ

Email: wade@ajoneslaw.co.uk

To help us to understand your complaint, please let us know: -

- Your full name and contact details
- Your concerns about what you think we have got wrong
- How you would like your complaint to be resolved
- Your file reference number

We will acknowledge receipt of your complaint and then investigate your complaint by reviewing the file and liaising with the person dealing with the matter. We have eight weeks to consider your complaint and once we have completed our investigation we will send you a detailed reply which we hope will be acceptable to you and will resolve the matter.

Should you have any further queries in relation to the matter referred to in our reply we will be happy to address them for you.

If you are still not satisfied with the handling of your complaint you can 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 the act/omission
- No more than three years from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman can be contacted at: -

Legal Ombudsman, P O Box 6806, Wolverhampton, WV1 9WJ
enquiries@legalombudsman.org.uk
0300 555 0333