

<p style="text-align: center;">REAL LAW SOLICITORS LIMITED COMPLAINTS PROCEDURE</p>

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact us in writing with the details. Mr Michael Wainwright is the designated Complaints Officer.

What Will Happen Next?

1. The matter will be investigated by our Complaints Officer who will conduct a full and detailed review of your complaint. If your complaint is about Mr Michael Wainwright or any work that he has done on your behalf, the matter will be investigated by another solicitor of the firm, Mrs Emma Williams.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within 5 working days of receiving your complaint letter.
3. We will then investigate your complaint. This will involve the following steps: -
 - a) If deemed necessary, the complaint reviewer will contact you to discuss the matter further and hopefully resolve your complaint informally. This will be done within 5 working days i.e. within 10 working days of receiving your complaint.
 - b) A substantive written response to your complaint will be given within 10 working days thereafter confirming the outcome of the complaint investigation, what has been agreed with you and what (if any) issues remain unresolved.
4. At this stage, if you are still not satisfied you should contact us again within 7 days from the date of our response letter. We will then arrange to review our decision. This could take up to 10 working days of receiving your request for a review.

5. We will let you know the result of the review within 8 weeks of receiving your initial complaint. At this time, we will write to you confirming our final position on your complaint and explaining our reasons.
6. If we have to change any of the timescales above, we will let you know and explain why.
7. If you are still not satisfied at the conclusion of the complaints process, you are entitled to complain to the Legal Ombudsman. For further details please contact use the following contact details: -

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00

Email: enquiries@legalombudsman.org.uk

or alternatively write to The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

8. The costs of handling your complaint will not be charged for.