

Procedure for resolving problems

Best Solicitors is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, you should in the first instance contact the Head of the relevant Department. If you remain unsatisfied then please contact Donna Tilbrook, Managing Partner, on 0114 2813636 or by post to our offices. We have a procedure in place which details how we handle complaints which is available from our offices on request.

All solicitors must attempt to resolve problems that may arise with their services. It is therefore important that you immediately raise with us any concerns you may have. We would be disappointed if you thought that you had reason to be unhappy with the service that we are providing.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at, PO Box 6806, Wolverhampton, WV1 9WJ Telephone number: 0300 5550333 enquiries@legalombudsman.org.uk to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. The time limits for the Legal Ombudsman accepting a complaint are six years from the date of act/omission or three years from when the complainant should have known about the complaint. The Legal Ombudsman will not accept complaints where the act or date of awareness was before 6 October 2010.

In the unlikely event that a mistake is made by this firm, we have requisite professional indemnity insurance to cover claims.

bestsolicitors

your partner in law

