

## **Beckett Solicitors**

We are committed to high quality legal advice and client care.

If you are unhappy about any aspect of the service you have received or are unhappy about your bill, in the first instance please contact Nadia Beckett or Kirsty Bloomfield.

Alternatively, you can submit a written complaint by email to: [nadia@beckett ltd.com](mailto:nadia@beckett ltd.com).

We have a procedure in place which details how we handle complaints which is available by writing to us at [enquiries@beckett ltd.com](mailto:enquiries@beckett ltd.com).

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint.

Contact details of the Legal Ombudsman are:

<http://www.legalombudsman.org.uk/>

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Tel: 0300 555 0333

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. Or within six years of the act or omission about which you are complaining occurring. Or if outside of this period, within three years of when you should reasonably have been aware of it.

You also have the right to complain to the Solicitors Regulation Authority if your complaint refers to our conduct rather than our service.

Solicitors Regulation Authority can be contacted at:

The Cube

199 Wharfside Street

Birmingham

B1 1R

Email: [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)

Tel: 0370 606 2555