

CLIENT COMPLAINT FORM

We are aware that you have expressed dissatisfaction with the service that we have provided and are eager to investigate the matter fully in order to resolve any issues.

So that we can understand your complaint, please complete the form below and return to us as soon as possible.

We then aim to respond fully to your complaint, with suggested measures to resolve your dissatisfaction, within the next 14 days.

Your Details

Title:	Mr / Miss / Ms / Other (please state)
Name:	
Address:	
Contact Telephone No. (Eve / Day / Mobile)	
Email Address:	
Our Reference:	KP.

Complaint Details

Please provide details of your complaint:	
Are you happy to allow us 14 days to respond? (Please let us know should you require a more urgent response).	

We attach a copy of the Firm's Complaints Policy. This tells you what to do if you are still not satisfied after we have investigated your complaint and replied in writing.

If, in the unusual event that we are unable to resolve the matter to your satisfaction and you are still unhappy, you are able to take the matter up with the Legal Ombudsman.

Contact details for the Legal Ombudsman are as follows:-

- Address: PO Box 6806, Wolverhampton, WV1 9WJ
- Email: enquiries@legalombudsman.org.uk
- Telephone: 0300 555 0333

You can obtain more information about complaints and what the Legal Ombudsman can do, on the website at: www.legalombudsman.org.uk

Please note that if you wish to involve the Legal Ombudsman, you should do so **no later than 6 months**, after the date of our final response.

Your Signature:	
Date:	