

Complaint Procedure

We are committed to providing high-quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about a bill, please contact the main contact at the firm on our main telephone number or by posting to our main office address. Our complaint handler is **Ms. Attia Bano**. Please send a written complaint to her attia@diplocksolicitors.com or by post to 764 Barking Road, E13 9PJ.

We may invite you to meet with **Ms. Bano** to discuss your complaint. We will also investigate your complaint by examining the file of your paper and try to resolve it within four weeks. Our timescales are subject to be amended depending on the complexity of the matter and submission. If we have to change any of the timescales above, we will let you know and explain why.

If you are not satisfied with the resolution of your complaint, you can ask the Legal Ombudsman at PO Box 6167, Slough , SL1 0HE, or by email to enquiries@legalombudsman.org.uk to consider the complaint within six months of receiving a final written response from us about your complaint. Please note that from the 1st of April 2023, the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of the realization there was a concern.

Alternative complaints bodies, such as the Ombudsman Service (<https://www.ombudsman-services.org/>) or small claims mediation, exist which are competent to deal with complaints about legal services should you wish to use such a scheme.

You may also refer the matter to the solicitors Regulation Authority (SRA), if the matter is losing your money, treating you unfairly, etc., because of your age, a distality, or another characteristic. You can contact the Solicitors Regulation Authority by using the Website: <https://www.sra.org.uk/consumers/problems/>

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