



Brady Solicitors Limited Complaints Handling Procedure

Our Complaints Policy

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

If you have a complaint, please contact us in writing with the details. Your complaint must be addressed to our Complaints Officer, Colin Hussey. Colin is the person with overall responsibility for handling complaints. This can be done in writing to Brady Solicitors, 28 Regent Street, Nottingham, NG1 5BQ or by email to experience@bradysolicitors.com

What will happen next?

1. We will acknowledge receipt of your complaint within **5 working days of receiving it**, enclosing a copy of this procedure.
2. Your complaint will be allocated to a claims handler to investigate the circumstances. This will involve your file being reviewed, and they will also speak to the member of staff who acted for you. We will then write to you **within 28 days** with our findings and outcome.

If you are not satisfied with our formal response, you may contact us again with any further information or points of clarification that you have for us to consider further. Once we have made clear that we have provided our final decision or if we are unable to resolve your complaint within 8 weeks, you are entitled to take your complaint to the Legal Ombudsman.

The Legal Ombudsman is an independent complaints body who can investigate complaints about the legal service you have received from us.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).