

## Complaints:

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure which is set out in our client care letter. Making a complaint will not affect how we handle your case.

### **What to do if we cannot resolve your complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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 a final response to your complaint

**and**

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

### **Contact details**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help 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).

Yours sincerely

R C W Tilbrook

**Our contact details are as follows:- Tilbrook's Solicitors, Quires Green, Willingale, Ongar, Essex, CM5 0QP, tel: 01277 896000, fax: 01277 896050, email: robintilbrook@aol.com, Please note we do not accept service by email. This message is intended for the addressee. The contents are confidential and may be protected by legal privilege. If you are not the intended recipient, please notify us by telephone as soon as possible and either return the message by post or destroy it. If you are not the intended recipient of this e-mail, any use by you of its contents is prohibited.**

**If you have received this message in error, please notify robintilbrook@aol.com. Warning: Computer viruses may be transmitted or downloaded on to your computer system via email communication. Tilbrook's operate anti virus software. However it is the recipient's responsibility to take any action necessary to prevent computer viruses being transmitted in this way. Tilbrook's disclaim all responsibility which arises directly or indirectly from such transmission of computer viruses. Tilbrook's Solicitors is authorised and regulated by the Solicitors Regulation Authority – SRA No. 191244 - and practices as a sole practitioner in England and Wales.**

**Tilbrook's Solicitors is governed by the Solicitors Rules provided by the Solicitors Regulation Authority full details of which can be accessed on the website of the Solicitors Regulation Authority [www.sra.org.uk](http://www.sra.org.uk).**