

COMPLAINTS PROCEDURE

If you have a Complaint

We want to provide you with the best possible service at all times. However, occasionally things do go wrong and if any time you are concerned about the service that we have provided, you should inform us immediately and we will do everything that we can to resolve the problem.

In the first instance, please contact the person who is working on your case to discuss the concerns and see if matters can be resolved quickly at an early stage. If, however, you wish to make a formal complaint, please contact the firm's Complaint Handling Partner, Karen Wishart, on 01928 714121, or by email karen.wishart@silverman-livermore.com or by post, Karen Wishart, Silverman Livermore Solicitors. 1-3 Rutland House Mall, Runcorn Shopping City, Runcorn, Cheshire, WA7 2ES. A copy of our Complaint's Procedure detailing our process for handling complaints will be made available to you. In the event that you have a complaint about Karen Wishart, your complaint will be handled by Doug Fraser.

Making a complaint will not affect how we handle your case.

Solicitors Regulation Authority

If we are unable to resolve the complaint and you are concerned about our behaviour then you can make a complaint to the Solicitors Regulation Authority.

Legal Ombudsman

In the event that we are unable to resolve your complaint ourselves then the Legal Ombudsman can help you. They will look at your complaint independently. However, before they accept a complaint, the Legal Ombudsman will want to know that you have tried to resolve your complaint with us first.

If you wish to make a complaint to the Legal Ombudsman, you need to do so within 6 months of receiving a final response to your complaint and no more than 6 years from the date of act/omission or no more than 3 years from when you should reasonably have known that there was a cause for complaint.

The contact details for the Legal Ombudsman are:-

Website: www.legalombudsman.org.uk

Telephone number: 0300 555 0333 between 9.00am and 5.00pm.

Email: enquiries@legalombudsman.org.uk

By Post:
Legal Ombudsman
P O Box 6806
WOLVERHAMPTON
WV1 9WJ