

Globe Wareing Cropper Solicitors

COMPLAINTS PROCEDURE (Amended April 2025)

Should there be cause for a complaint to be raised, then they are to be raised always initially to the fee earner (if not Mr David Globe) dealing with the file.

- Mr David Globe is to be contacted if this does not resolve the problem.
- The Client is to be invited to put details of their complaint in writing.
- The fee earner and/or Mr David Globe must acknowledge the complaint within 48 hours of receipt of the same.
- The fee earner and/or Mr David Globe should then provide a detailed response to the complaint (either orally or in writing as appropriate) within 5 working days of the sending the acknowledgement
- If the client is satisfied, this is noted on the file
- If the client remains dissatisfied, and Mr David Globe has reviewed the matter and responded to the client (either orally or in writing as appropriate) then you can refer this matter to either the **SOLICITORS REGULATION AUTHORITY or LEGAL OMBUDSMAN**
- 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.

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- You can raise your concerns with the Solicitors Regulation Authority by following this link <https://www.sra.org.uk/consumers/problems/report-solicitor> or follow the link from our website www.globesolicitors.com
- The **Legal Ombudsman** can help you if we are unable to resolve any other 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

www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.