



# Complaints procedure

## 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 9am to 5pm.

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

## How to make a complaint to the Solicitors Regulation Authority (SRA)

We are regulated by the Solicitors Regulation Authority (the independent regulatory body of the Law Society of England and Wales) whose address is The Cube, 199 Wharfside Street, Birmingham, B1 1RN. We are subject to the SRA Standards and Regulations, which may be viewed at [www.sra.org.uk](http://www.sra.org.uk).

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.

For further guidance on the complaints process, call the contact centre on 0370 606 2555 or email [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk).

Please get in touch. We would be happy to discuss your specific circumstances.  
**Call 01603 660 811 or email [info@hatchbrenner.co.uk](mailto:info@hatchbrenner.co.uk)**