

Complaints

Del & Co. Solicitors is committed to providing a high standard of legal service to all its clients. If, however, you are not satisfied with any aspect of our service, complaint handling procedures are in place to deal with your concerns. If at any point you become unhappy or concerned about our service, 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 at this stage.

However if your concerns are still not resolved and you would like to make a formal complaint, then a copy of our full written Complaints Policy and Procedure is available on request. It can be obtained by completing the enquiry form online or contacting our switchboard on **02088809393** who will refer your request to the Client Care department.

If there is cause for a complaint, we would request that complaints are made in writing and addressed to:

Dele Olawanle
C/O Client Care Team
Del & Co Solicitors
659 Green Lanes
London N8

Alternatively, please contact the switchboard on **02088809393** and ask to be put through to the Client Care department. Your complaint will be formally acknowledged and the full procedure that will be followed in dealing with your complaint will be explained to you at that time.

Please note once you have gone through our internal complaints procedures and you are not happy with our final response and suggested resolution, you are able to take your complaint further to the relevant independent bodies.

Legal Ombudsman

Once you have gone through [our internal complaints procedures](#) and are not satisfied by our final response or resolution, you can then refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal

Services Act, 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 a final response to your complaint. and;
- No more than six years from the act/omission that lead to the complaint. 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, you can contact them directly.

You can contact the Legal Ombudsman by

- Telephone: 0300 555 0333
- Email: enquiries@legalombudsman.org.uk
- Website: www.legalombudsman.org.uk

The Legal Ombudsman correspondence address is:

- Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

Solicitors Regulation Authority

Del & Co. Solicitors is regulated by The Solicitors Regulation Authority. The Solicitors Regulation Authority can help you if you are concerned about our behaviour.

You can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).