

## **Element Law**

### **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 please inform us immediately so that we can do our best to resolve the problem.

If you wish to make an informal or a formal complaint, please contact Kate Lawson by email to [katelawson@elementlaw.co.uk](mailto:katelawson@elementlaw.co.uk) or call 01892 516216 or write to Kate Lawson, Element Law, Pantiles Chambers, 85 High Street, Tunbridge Wells, TN1 1XP.

Your complaint will be acknowledged within 2 working days of receipt.

In most cases we would aim to be able to resolve your concerns immediately. If this is not possible, we aim to provide a full response within ten business days. If the matter is complex you may have to wait a little longer but we will always write to you within ten business days to provide a full update on progress and give you an estimate as to when we can provide a full response. The timescale for our response will not exceed 8 weeks.

Please be clear you will of course not be charged for complaining. Raising a complaint will also of course not prejudice or disrupt your matter.

#### **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](#).