



COMPLAINTS PROCEDURE

J M ALLEN SOLICITORS LTD
AUTHORISED AND REGULATED BY THE SOLICITORS REGULATION AUTHORITY

THE LPA SOLICITOR

J M ALLEN SOLICITORS LTD

Who we are

J M Allen Solicitors Ltd is a limited company registered in England and Wales under company number 12217176 and have our registered office at 8 Bryant Crescent, Spencers Wood, Reading RG7 1FG ("We").

We are authorised and regulated by the Solicitors Regulation Authority, registration number 664190.

Raising queries or concerns with us

We are confident that our service will be efficient, effective and friendly, however, if you become unhappy or concerned about our service at any point, then please inform us immediately so that we can do our best to resolve this.

If any problems do arise then please contact Jasmine Allen on 0118 206 6666 or at jasmine@jmallensolicitors.co.uk in the first instance. If you would like to make a formal complaint, then please follow the complaints procedure below.

Complaints procedure

We have this complaints procedure in place so that we are aware when our clients are dissatisfied and so that we can address and resolve any problems as quickly as possible.

Please contact Jasmine Allen, the Managing Director, at jasmine@jmallensolicitors.co.uk setting out your concerns or complaint. Following receipt of your concerns or complaints, Jasmine Allen will review your comments and the circumstances surrounding these and will attempt to respond to and satisfy those concerns or complaints within 7 days in writing or by offering a meeting.

If the matter is more complicated and requires more than 7 days to investigate, Jasmine Allen will advise of this when acknowledging your written complaint and will advise of the time that will be required to investigate. Jasmine Allen will write to confirm the final agreement or resolution within 14 days of any meeting or of the end of any exchange of communications regarding the complaint.

We will try to deal with any queries, concerns or complaints quickly but if we are unable to resolve the problem within 8 weeks or if you remain dissatisfied following our internal procedure then you have a right to complain to the Legal Ombudsman. There are time limits within which you are able to complain to the Legal Ombudsman. Currently you must make your complaint within 6 years of the act or omission complained of or within 3 years from when you should have known there was cause for complaint. You also need to raise your complaint with the Legal Ombudsman within 6 months of our written response to your complaint.

The Legal Ombudsman is independent and will not affect how we handle your case. The Legal Ombudsman will look into your complaint but, before accepting a complaint for investigation, will check that you have tried to resolve your complaint with us directly first.

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The contact details for the Legal Ombudsman are:

Post: Legal Ombudsman, P O Box 6806, Wolverhampton WV1 9W1

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

Other bodies that you may contact about your complaint:

Solicitors Regulation Authority www.sra.org.uk

Alternative complaints bodies such as ProMediate www.promediate.co.uk

Further enquiries

Please contact us at enquiries@jmallensolicitors.co.uk with any further enquiries.

Changes to this policy

This policy is effective from 2nd November 2020. We may change this policy from time to time by updating this page.