

JULIE EVELEIGH SOLICITORS

COMPLAINTS INFORMATION

Our clients are of first importance to us and our aim is always to offer an efficient and effective service. We are sure that you will be pleased with the work we do for you. However, if you are unhappy with or concerned about the service that we have provided at any point, or our charges, please inform us immediately so that we can do our best to resolve the problem at the earliest opportunity. We will deal with all complaints promptly, fairly and free of charge. Making a complaint will not affect how we handle your case.

Our complaints procedure

To make a formal complaint, you should contact Julie Eveleigh, Principal of Julie Eveleigh Solicitors, by post to our office address: 23 Ellerton Road, London SW18 3NG; or by email to: info@julieeveleighsolicitors.co.uk.

It would be helpful if you could put your concerns in writing but, if you prefer not to, Julie Eveleigh can be contacted by phone on 020 8871 0180. She would aim to deal with your complaint within the following timescales, and will inform you if for any reason she is unable to do so:

1. Acknowledge your complaint in writing, send you a copy of our complaints procedure, and invite you to discuss the issues by telephone – within 3 working days of receipt of the complaint.
2. Confirm the outcome of the telephone conversation in writing – within 3 working days of the telephone conversation.
3. Investigate the issues and write to you with the outcome, including any suggestions for resolving the matter, whether or not a telephone discussion has been possible or was required - within 15 working days of receipt of the complaint.
4. Review and close the complaint – within 8 weeks of receipt of the complaint.

What do to 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. Their contact details are:

Visit: www.legalombudsman.org.uk

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

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

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.

You can raise your concerns with the [Solicitors Regulation Authority](#).

This complaints information was last updated on 12 January 2021