

## **S D YOUNG – COMPLAINTS PROCEDURE**

S D Young always aims to offer its clients an efficient and effective service. However, if you become unhappy with the firm's handling of any aspect of your case please bring the matter to the attention of Stuart Young as soon as possible. This includes any complaint with regard to the firm's costs and/or any bill rendered. Stuart Young will do his utmost to resolve the issue for you as soon as possible. If you remain unhappy, he will provide you with a copy of the firm's written Complaints Procedure (a copy of which is also available on request). Stuart Young will then do his best to deal with and resolve your complaint in accordance with the firm's Complaint's Procedure. Making a complaint will not affect how S D Young handles your case. The firm has eight weeks in which to consider your complaint. You may also have a right to object to any bill rendered by the firm by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

### **What to do if the firm cannot resolve your complaint**

If the matter is not resolved at the conclusion of the complaint process or within the eight week period you will have the right to complain to the Legal Ombudsman. They will look at your complaint independently and it will not affect how S D Young handles your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve the complaint with the firm first. If you have, the timeframe for taking your complaint to the Legal Ombudsman will usually be 6 months from the final written conclusion of the firm's complaints procedure. There are exceptions to this timescale, details of which can be found on the Legal Ombudsman's website. The Legal Ombudsman can investigate claims up to six years from the date of the act or omission about which you are complaining occurring or three years from when you should reasonably have known there was cause for complaint. There are further detailed provisions relating to certain other time limits and you should refer to the Legal Ombudsman's website for guidance and information. Full details of how to contact the Legal Ombudsman are as follows:-

The Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

Further information about complaints against Solicitors can be found on the Legal Ombudsman's website.

### **What to do if you are unhappy with the firm's 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](http://www.sra.org.uk).