



Complaints Information Leaflet

Who to complain to

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, you can contact us in writing (by letter or email) to our Complaints Partner, whose contact details are:

Paul Croker, Kenneth Bush Solicitors, Evershed House, 23-25 King Street, King's Lynn, Norfolk, PE30 1DU. Email: pcroker@kennethbush.com

In Paul Crokers' absence please contact our Deputy Complaints Partner, whose details are: Jonathan Eales, Kenneth Bush Solicitors, 11 New Conduit Street, King's Lynn, Norfolk, PE30 1DG. Email: jeales@kennethbush.com

If the Complaints Partner is involved in the matter to which your complaint relates please contact our Deputy Complaints Partner.

Our procedures

We have a written procedure that sets out how we handle complaints, which is available upon request.

The Legal Ombudsman

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman's contact details are PO Box 6806, Wolverhampton, WV1 9WJ, Telephone: 0300 555 0333 - from 8.30am to 5.30pm, Email: enquiries@legalombudsman.org.uk , www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within six years of the act or omission, about which you are complaining, occurring (or within three years of you becoming aware of it).

The Legal Ombudsman deals with complaints by consumers and very small businesses. This means that some clients may not have the right to complain to the Legal Ombudsman, eg charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.

Alternative Complaints Bodies

Alternative complaints bodies such as Pro Mediate exist which are competent to deal with complaints about legal services should both you and ourselves agree to use these services. If we do agree to use such a service we will tell you when we send you our final written response.

If we are unable to resolve your complaint and it relates to a contract we entered into online or by other electronic means you may also be able to submit your complaint to a certified Alternative Dispute Resolution (ADR) provider in the UK via the EU “ODR Platform”.

The ODR Platform is an interactive website offering a single point of entry for disputes between consumers and traders relating to online contracts. The ODR Platform is available to consumer clients only.

The website address for the ODR Platform is: <http://ec.europa.eu/odr>.