

# Client Complaints Procedure

This is our Client complaints procedure which we will follow if you are a client of Lucas & Co.

We are committed to providing a high quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and ensure that you are getting the service you deserve.

If you are dissatisfied with the level of service you have received, we need you to write to us so that we can find a solution to your problem. You should send details of your complaint to the Head of Professional Compliance at Lucas & Co, 21 Dalston Lane, London E8 3DF.

## **What will happen once we receive your written complaint?**

- We will send you a letter acknowledging receipt of your complaint within seven days of us receiving your complaint. If necessary, we will ask you to provide us with further details/information. We will also let you know who will be handling the matter.
- We will start to investigate your complaint. This will normally involve us reviewing the matter file and speaking with the legal adviser(s)/partner(s) who acted on your behalf.
- Following our investigation, we will send you a detailed response within 28 days from the date of your original complaint or, where we have asked you for further information, within 14 days of our receiving that information from you. Our final response will state the outcome of our investigation. If we require more time to investigate the matter, we will notify you and confirm when we will contact you next.

If you are still not satisfied at the end of our own complaints process, you are entitled to contact the Legal Ombudsman. You should do this within six months of receiving our final written decision on your complaint.

The Legal Ombudsman's limitation periods for dealing with a matter are:

- 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.

The address to contact for the Legal Ombudsman is:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

**Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Telephone:** 0300 555 0333

If we have to change any of the timescales above, we will let you know and explain why.

Lucas Law Limited is regulated by the Solicitors Regulation Authority. If the complaint relates exclusively to our SRA regulated work then you should check whether the Solicitors Regulation Authority will consider your complaint further. The relevant contact details will be set out in our final response letter but appear again below:

Solicitors Regulation Authority  
The Cube  
19 Wharfside Street  
Birmingham  
B1 1RN

**Website:** [www.sra.org.uk](http://www.sra.org.uk)

**Email:** [reports@sra.org.uk](mailto:reports@sra.org.uk)

**Telephone:** 03706 062 555

Any feedback which enables us to improve our services is very welcome.