

Complaints Procedure

Lancaster Parr aims to offer all its clients an efficient and effective service. However, you are entitled to complain in the event of a problem, or if you are unhappy about this firm's bill. In either case, please contact our principal solicitor Rosie Parr and she will do all that can to resolve your concerns.

If you consider that the issue has not been resolved satisfactorily, then we shall notify you of the contact details of an independent solicitor who will mediate in respect of any complaints. That solicitor will investigate the matter and inform both you and Lancaster Parr of what steps, if any, she considers should be taken to find a workable solution for the client and the firm.

You are not bound to accept the finding of the independent solicitor and should you so wish, you can raise the matter with the Solicitors Regulation Authority which can help you if you are concerned about our behaviour. Its contact details are

www.sra.org.uk

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Telephone: 0370 606 2555

If the Solicitors Regulation Authority is unable to resolve your complaint, you also have a right to complain to the Legal Ombudsman whose contact details are

www.legalombudsman.org.uk.

Address: PO Box 6806, Wolverhampton WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk