

Complaints Procedure

If you are dissatisfied or have cause for concern with any aspect of the firm and/or our services, we ask that you notify us immediately so that we may respond and rectify any issue. You can call or email us at info@morganreed.co.uk and a delegated handling complaints partner will contact you and advise you of our complaint procedure and deal with your complaint and provide a time frame for doing so. Essentially the complaint handling partner will work with you to resolve the issue at the outset.

Our aim is to ensure that any complaint is dealt with fairly and in a timely manner, not more than eight weeks after it was referred to our complaints partner. If this does not resolve the problem to your satisfaction, then you have the option to raise your complaint with the Legal Ombudsman.

Legal Ombudsman

If you are an individual to whom we have provided or are providing legal services and feel that our internal complaints procedure has not resolved your concern, you may be entitled to send a complaint to the Legal Ombudsman. Before you make a complaint to the Legal Ombudsman, it is a requirement that you have raised your complaint with us first and we have eight weeks to deal with your complaint. If you are not satisfied with our handling of your complaint after the eight weeks has expired, you can ask the Legal Ombudsman to consider the complaint. The time limit to bring a complaint to the Legal Ombudsman is six months of receiving a final written response from us about your complaint or within one year of the act or omission about which you are complaining occurring (or if outside of this period, within one year of when you should reasonably have been aware of it).

Their contact details are:

Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
t: 0300 555 0333 (8.30am-5.30pm) : enquiries@legalombudsman.org.uk Further details of how to refer a complaint to them and when can be found on their website.

If you are a business, you are not entitled to refer complaints to the Legal Ombudsman unless you fall within the class of micro-enterprises at the time of the complaint.

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.

Their contact details are:

Solicitors Regulation Authority

The Cube 199
Wharfside Street
Birmingham
B1 1RN
t: 0370 606 2555
e: contactcentre@sra.org.uk
w: www.sra.org.uk