



## WRITTEN COMPLAINTS PROCEDURE

1. We define a complaint as an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment.
2. Every Client must be informed at the outset of a matter what they should do if they are dissatisfied with our service. This will be in our **Guide for our Clients** or Terms of Business letter. The Standard Costs Information leaflet also provides information if a Client is not happy about any aspect of the bill.
3. Clients are welcome to tell us if they feel they are not receiving the service they had hoped for. Our aim is to put the matter right and we will look into any complaint promptly and thoroughly.
4. Clients should first mention any dissatisfaction to the person who is looking after their matter.
5. If a Client is still unhappy after that, he/she can complain to the supervising person whose name is given to them at the outset of the matter in the Guide for our Clients or Terms of Business letter. That person will investigate the matter and contact the Client to talk about the problem.
6. The Client should put the complaint in writing to the supervising person (keeping a copy) explaining what action he/she wants us to take.
7. On receipt of such a letter the supervising person will write confirming receipt of the complaint, the discussion and what Stone Rowe Brewer LLP will be doing about it. This will be at no extra cost to you.
8. We will ensure a full and fair investigation of any reasonable complaint.
9. We undertake to respect a Client's wish for confidentiality.
10. We aim to address all points at issue and provide a response as quickly as possible.

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Stone Rowe Brewer LLP is a limited liability  
partnership regulated by the Solicitors  
Regulation Authority

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A full list of members is available  
for inspection at the above registered office.  
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OC349339

11. We expect to act on any justified complaint and arrange a change in procedures to ensure that similar circumstances do not arise again and where necessary to improve the procedures of Stone Rowe Brewer LLP.
12. If for any reason we are unable to resolve the problem between us, then we are regulated by the Solicitors Regulation Authority. Complaints and Redress mechanisms are provided through the Legal Ombudsman at P.O. Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333 Email address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Website: [www.legalombudsman.org.uk](http://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.

Alternative complaints bodies such as Ombudsman Services Website [www.ombudsman-services.org](http://www.ombudsman-services.org) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

13. You have a right to object to a bill and to apply for an assessment of the bill under Part III of the Solicitors Act 1974. Please note:
  - i. the Legal Ombudsman may not consider a complaint about the bill if you have applied to the Court for assessment of the bill; and
  - ii Stone Rowe Brewer LLP may be able to charge interest on all or part of the bill if it is unpaid.