

**Victoria Stevenson** PARTNER☎ 01775 764169 ✉ victoriastevenson@roythornes.co.uk

I am the Partner responsible for dealing with complaints at Roythornes. I will write to you shortly in relation to your complaint and wish to assure you that I will seek to deal with your complaint as speedily and fairly as possible. First, I will review your file and speak to the person dealing with your matter in order to ascertain the position.

I am obliged to respond to your complaint within eight weeks but I will endeavour to let you have a substantive response sooner and where possible within four weeks of the date of the complaint reaching me.

If you have any concerns about the way in which your complaint is handled, feel free to raise them with me in the first instance or our Senior Partner.

To enable you to have every available means of contacting me, this document contains all of my contact details. In the event I am unavailable you can also contact my Secretary, Maria Hemsley, on her direct dial number which is 01775 764162.

My telephone and e-mail details are shown above and my postal address is Roythornes LLP, Enterprise Way, Pinchbeck, Spalding, Lincolnshire, PE11 3YR.

What to do if we cannot resolve your complaint

If your complaint has not been resolved either by contacting the person who is working on the case or following my investigation and formal response, then you may wish to contact the Legal Ombudsman. Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH, telephone - 0300 555 0333 or e-mail - enquiries@legalombudsman.org.uk to consider the complaint.

The time limits for referring a complaint to the Legal Ombudsman will be not later than:-

- **one year** from the date of the act or omission being complained about; or
- **one year** from the date when the complainant should have realised that there was cause for complaint; and
- **six months** from this firm's final response to your complaint

If your complaint does not meet these time limits the Legal Ombudsman may not be able to investigate it. However, the Legal Ombudsman can exercise its discretion to extend the one year time limit if, on the evidence, it is fair and reasonable to do so. The Legal Ombudsman also has discretion to dismiss or discontinue a complaint. The circumstances in which discretion can be exercised and how you can request that it be exercised is published on the Legal Ombudsman's website - www.legalombudsman.org.uk.

What to do if you are unhappy with our behaviour or conduct

If your complaint is about a solicitor's behaviour or conduct then you can make a complaint to the Solicitors Regulation Authority (SRA). This can be done via their website at www.sra.org.uk, in writing to The Cube, 199 Wharfside Street, Birmingham, B1 1RN or by telephone 0370 606 2555. If your complaint is against a CMC registered mediator, it will be managed in line with the CMC Minimum Standards for Complaints Procedures which can be found [here](#).

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