

We aim to provide a good quality service to all our clients, if you are unsure or unhappy about anything, please contact the lawyer dealing with your case so that any problem can be quickly resolved.

However, should you have cause for complaint, including any complaint about the firm's bill, this firm has a complaints procedure, a copy of which is available on request. The following complaints procedure applies:

- If you are dissatisfied with the response, then you should raise your complaint in the first instance with the supervisor of the lawyer dealing with your case (available upon request and/or as previously notified to you).
- We aim to acknowledge complaints within two working days and investigate them within 8 weeks.
- If you are dissatisfied with the outcome of your complaint, you may have a right to complain to the Legal Services Ombudsman at the conclusion of our complaints process
- The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.
- Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:
 - Within six months of receiving our final response to your complaint and
 - No more than one year from the date of the act or omission being complained about; or
 - No more than one year from the date when you should reasonably have known that there was cause for complaint.

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

If your complaint is regarding the firm's bill you may also have a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If all or part of the bill remains unpaid the firm may be entitled to charge interest.

What to do if you are unhappy with our behaviour.

David Tagg & Co is regulated by The Solicitors Regulation Authority. The Solicitors Regulation Authority can help 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. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

Solicitors Regulation Authority,
The Cube,
199 Wharfside Street,
Birmingham,
B1 1RN
(Tel: 0370 6062555).