



## Complaints Handling Procedure

This procedure supplements Clause 12 of our standard Terms and Conditions.

If for any reason you are unhappy about any aspect of our service including our costs, you should first raise the problem with our Compliance and Client Services Manager, Thelma Collier. You can contact Thelma:

By post marked "Confidential" addressed to:

East Devon Law, Barton Chambers, 7 Barton Orchard,  
Tipton St John, Sidmouth, Devon EX10 0AN

By telephone: 01392 458658

By email: [advice@eastdevonlaw.co.uk](mailto:advice@eastdevonlaw.co.uk)

Thelma will acknowledge your complaint within two working days, and an initial review will be undertaken by her within 14 days. You will then be invited to a meeting with Thelma to discuss and hopefully resolve your complaint. Written confirmation of the discussion and any agreed solutions will be confirmed in writing within 7 days of the meeting. If your complaint cannot be resolved at this meeting, or if you do not wish to attend a meeting, our written final response will be sent to you within eight weeks of the date of your initial complaint.

If you are not satisfied with Thelma's final response, or you do not receive a response within eight weeks, you can refer your complaint to the Legal Ombudsman (LeO).

You can contact LeO:

By post addressed to: The Legal Ombudsman, PO Box 6806, Wolverhampton  
WV1 9WJ

By telephone: 0300 555 0333

By email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The website address is: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets all three of the conditions below:

1. The problem or when you found out about it, occurred after 5 October 2010; and

2. You are referring your complaint to the Legal Ombudsman within either of the following:
  - 6 years of the problem, or
  - 3 years from when you found out about it, and
3. You are referring your complaint to the Legal Ombudsman within 6 months of our final response.

There might be exceptional situations when you may refer your matter to LeO within the time limits set out above, or without having to first refer your complaint to your service provider.

You can also refer your complaint to an Alternative Dispute Resolution body (such as Pro Mediate UK Limited of Brow Farm, Top Road, Frodsham, Cheshire WA6 6SP) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We agree to use Pro Mediate UK Limited (and the timescale for contacting them is 12 months).

If your complaint relates to the conduct of our Proprietor, Ian Hunt, you have the right to complain free of charge to CILEx Regulation. Your complaint to CILEx Regulation should be made within 12 months of the events that gave rise to the complaint or within 12 months of you having knowledge of the events, whichever is the greater. You can contact CILEx Regulation:

By post addressed to: Kempston Manor, Kempston, Bedford MK42 7AB

By telephone: 01234 845770

By email: [info@cilexregulation.org.uk](mailto:info@cilexregulation.org.uk)

The website address is: [www.cilexregulation.org.uk](http://www.cilexregulation.org.uk) Click on Consumers, then Complaints

A copy of the CILEx Regulation Complaints Procedure is available on request or direct from CILEx Regulation.

If you feel Ian has not acted in accordance with STEP's professional standards, you can contact STEP to lodge a complaint:

By post addressed to: The Director of Governance and Professional Standards, STEP, Artillery House (South), 11-19 Artillery Row, London SW1P 1RT

By telephone: 020 7340 0500

By email: [Michael.Evans@step.org](mailto:Michael.Evans@step.org)

A complaint form can be downloaded from the STEP website.

The website address is: [www.step.org.uk](http://www.step.org.uk)