

JULIAN DOBSON SOLICITORS**Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, write to us with the details.

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details and give you the name of the person who will be dealing with your complaint. We will keep a full separate record of it, containing all the relevant information.
2. We will investigate your complaint and Julian Dobson will then invite you to discuss the matter with him either by telephone or at a meeting. He will then write to you to confirm what took place during the discussion and any solutions he has agreed with you.
3. If you do not wish to have a meeting, he will send you a detailed reply to your complaint including his suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you can write to us again. Julian Dobson will then review the decision in the light of any further information or submissions from you. He will let you know the result of the review and set out our final position on your complaint and explaining our reasons.

5. Response Times

Written complaints will be acknowledged within seven working days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 8 weeks.

6. Unresolved Issues

If, in the unusual event you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman, to consider the complaint. The Legal Ombudsman's contact details are as follows:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

t: 0300 555 0333 www.legalombudsman.org.uk

You must refer the complaint to the Legal Ombudsman within six months of the date of the written response. Alternative complaints bodies (such as Centre for Effective Dispute Resolution (CEDR) and ProMediate) 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 CEDR.

Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street,
London
EC4Y 1EU
t: +44 (0)20 7536 6000
e: info@cedr.com

ProMediate

t: 0203 621 3908
t: 07827 961 764 mobile
e: enquiries@promediate.co.uk

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