

## Sunnyfields Solicitors

### Complaints Procedure

Please tell us if you are not happy with any aspect of our service you receive or a bill that you have received from us.

We would ask you initially to raise any queries or concerns about our work for you with the lawyer responsible for the day-to-day handling of your work or their supervising partner if applicable. Either of these persons will do their best to resolve any problems quickly and to your satisfaction.

If they are unable to do so, however, or if you would prefer to speak to someone else about it, then please contact Ms Margaret Olojo by post (Sunnyfields Solicitors, 2 Falcon Gate Falcon Way Shire Park Welwyn Garden City AL7 1TW) by email ([info@sunnyfieldssolicitors.co.uk](mailto:info@sunnyfieldssolicitors.co.uk)) or by telephone on 01707909038. A copy of our complaints handling procedure can be obtained, on request from Ms Olojo.

In the event that you are not satisfied with the firm's response the Legal Ombudsman may be able to consider your complaint. There are, however, restrictions to this service for organisations, as set out on their website. (see below).

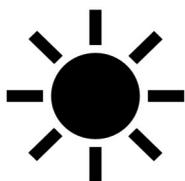
The contact for the Legal Ombudsman are:

- **Telephone:** 0300 555 0333
- **Minicom:** 0300 555 1777
- **Email:** <mailto:enquiries@legalombudsman.org.uk>
- **Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- **Address:** Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

You should bring any complaint to the Legal Ombudsman within six months of the end of our complaints process. In addition, you should be aware that the Legal Ombudsman will not accept your complaint if:

- I. More than six years have elapsed from the date of the act or omission giving rise to the complaint; or
- II. More than three years have elapsed from the time when you should have known about the complaint; or
- III. The date of the alleged act or omission giving rise to the complaint was before 6<sup>th</sup> October 2010.

You may also be able to object to our bill by applying to the Court for an assessment under Part III of the Solicitors Act 1987. If you exercise this right, you could be prevented from making a complaint to the Legal Ombudsman. In addition, if you apply to the Court for an assessment and if all or part of the bill remains unpaid at the end of that assessment, we are entitled to charge interest. There are strict time limits that apply to this process and you may wish to seek independent legal advice.



**SUNNYFIELDS SOLICITORS**