

MILLGATE WOODBRIDGE LTD – COMPLAINTS PROCEDURE

Any dissatisfaction expressed by a client is taken seriously.

- We will acknowledge any complaint within seven days of receipt.
- The complaint will be investigated by our Director, Barbara Woodbridge.
- Where possible every attempt will be made to resolve the problem immediately.
- Where this is not possible a letter will be sent containing a proposed timetable for resolving the complaint together with a request for any further information we may need from you.
- We will do all that we can to achieve a satisfactory outcome, however, if you are not satisfied with the conclusion, you have the option to raise your concerns with the Solicitors' Regulation Authority or The Legal Ombudsman.
- The Legal Ombudsman stipulates that complaints should be referred to them within six months of receiving the final response from your solicitor, and no more than six years from the date of the act or omission, or no more than three years from the date when you should reasonably have known there was a cause for complaint.

Contact Details:

Millgate Woodbridge Limited
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Solicitors' Regulation Authority:
The Cube
199 Wharfside Street
Birmingham
B1 1RN
0370 606 2555
Website: www.sra.org.uk

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk