

BOYCE&CO.
CRIMINAL AND MOTORING SOLICITORS

COMPLAINTS HANDLING PROCEDURE

We take all complaints seriously. Our future depends on the good name of the firm.

All complaints of whatever nature are brought to the attention of the Principal - Ed Boyce.

You are encouraged to speak to whoever dealt with your case in the first instance to see if any issues can be sorted out.

If that is not possible, please contact Ed Boyce by letter, telephone or email, or make an appointment to see him.

If the complaint is about Ed Boyce then please contact Philip Boyce after you have raised the issue with Ed Boyce.

Ed or Philip will look into any complaint and respond to it as quickly as possible. We hope to have discussed any complaint with you and have resolved how to deal with it within 8 weeks at the latest.

If we are unable to resolve any complaint, then you have the right to complaint to the Legal Ombudsman at:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Tel: 0300 5550333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Generally, you can ask The Legal Ombudsman to look at your complaint within either:

- 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.

You need to bring your complaint to The Legal Ombudsman within six months of our final response. If your complaint does not meet these time limits they may not be able to investigate it.

What to do if you are unhappy with our behaviour

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 www.sra.org.uk to see how you can raise your concerns with the Solicitors Regulation Authority.