

## Complaints Handling

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, please contact our complaints handler, Trish Barton, Barton Legal Limited, 12 New Road Side, Rawdon, Leeds LS19 6HN, Telephone: +44 (0)113 202 9550:  
Email: [trishbarton@bartonlegal.com](mailto:trishbarton@bartonlegal.com). [Click here](#) for a copy of our Complaints Handling Policy. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you have concerns about the behaviour of any of our staff, including for example, dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the [Solicitors Regulation Authority](#).

### ***What do to if we cannot resolve your complaint***

The Legal Ombudsman investigates complaints about service issues with lawyers and can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- within one year of the date of the act or omission about which you are concerned;
- **or**
- within one year of you realising there was a concern
- You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you would like more information about the Legal Ombudsman, please contact them.

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If you are a client and we have made a contract with you by electronic means you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>. Our email address is [leeds@bartonlegal.com](mailto:leeds@bartonlegal.com).

If you have any concerns about material which appears on our site, please contact Trish Barton, [trishbarton@bartonlegal.com](mailto:trishbarton@bartonlegal.com) or [leeds@bartonlegal.com](mailto:leeds@bartonlegal.com).