

## 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 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 six months of receiving a final response to your complaint; and
- No more than **one** year from the date of the act or omission giving rise to the complaint
- No more than **one** year from when you should reasonably have known about it.

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 10:00 - 16:00.

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

Legal Ombudsman PO Box 6167, Slough, SL1 0EH

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