

Complaints

We are committed to high quality legal advice and client care.

If you are unhappy about any aspect of our service or about the bill, we want to know about it and put things right, so please contact the person dealing with your case initially.

If you would prefer not to contact the original case handler, or that is not successful, please contact our managing partner Chris Stevenson (chris.stevenson@chris-stevenson.co.uk).

Our complaints procedure is available on request. Please let us know if you have any special needs in relation to language or arising from a disability (eg. large print).

We will respond to your complaint within eight weeks. If it is not resolved to your satisfaction within that time you may complain to the Legal Ombudsman. If you are not satisfied with the way in which we have dealt with your complaint, you can ask the Legal Ombudsman to consider it.

The Legal Ombudsman's contact details are as follows: www.legalombudsman.org.uk. Call 0300 555 0333 between 8.30am to 5.30pm. For minicom call 0300 555 1777. Email enquiries@legalombudsman.org.uk. Postal address: Legal Ombudsman, PO Box 6167, Slough SL1 0EH.

The Legal Ombudsman asks that you do not send original documents as they scan any documents they receive and then destroy what has been sent.