

Rudge & Co Solicitors

## Complaints

### Complaints Policy: What to do if you are not happy

We are committed to providing quality legal services to our clients. When something goes wrong I need you to tell us about it. This will help us to maintain and improve standards. We value all our clients and aim to resolve any concerns or complaints you may have about our service quickly and to our mutual satisfaction. We want to deal with your concerns fairly and will therefore need time to provide you with a considered response.

#### If you have a concern

The quickest way to resolve a concern or query about our service to you is by approaching Alan Rudge with the details.

We will endeavour to acknowledge receipt of your concerns within five working days of receipt and to then address your concerns within four weeks of our acknowledgement.

If your concerns have still not been satisfactorily resolved and you wish to make a formal complaint please follow the procedure set out below.

#### Our Complaints Procedure

If your concerns have still not been satisfactorily resolved and you wish to make a formal complaint please contact our Nicola Rudge (Risk and Compliance Manager). It will help us to address your complaint more quickly if you can set out your concerns in writing with the details.

If we have to change any of the timescales set out below we will let you know.

We will endeavour to:

1. Acknowledge in writing your formal complaint or concern within five working days of receiving it and asking you to confirm or explain the details as appropriate.
2. Provide you with our formal response within four weeks of receipt or, if unable to do so, we will send you a letter explaining why and what will happen next.
3. Resolve your concerns or complaint within eight weeks of receipt.

Our Risk and Compliance Manager, Nicola Rudge, investigates all complaints and we keep central records that are reviewed regularly to monitor trends and individual performance. We always view complaints from a client perspective keeping the following objectives in mind:

1. To ensure consistency of service standards
2. To ensure that the reasonable expectations of the firm's clients are met
3. To address client concerns promptly, fairly, openly and effectively

If you wish to make a formal complaint please contact Nicola Rudge, preferably in writing at the address below, keeping a copy of the correspondence for yourself.

Rudge & Co Solicitors  
Mansell House  
200 Newhall Street  
Birmingham  
B3 1SH

EEmail: [nicola@rudgeandco.co.uk](mailto:nicola@rudgeandco.co.uk)

If you are still not satisfied, you can contact the Legal Ombudsman, at PO Box 6806, Wolverhampton WV1 9WJ about your complaint.

When contacting the Legal Ombudsman, please note:

1. Any complaint to the Legal Ombudsman should usually be made after we have issued our formal written response to your complaint or we have already had eight weeks to resolve it.
2. Any complaint must be referred to the Legal Ombudsman within six months of the date of our formal written response to your complaint.
3. The problem must have happened on or after 6 October 2010 or, if the problem happened earlier than that, you must not have been aware of it before 6 October 2010.
4. The complaint must be made no later than six years from the act/omission or three years from when you should reasonably have known there was cause for complaint.

For further information

You should contact the Legal Ombudsman at the above address or on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

The Solicitors Regulation Authority can help you 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.

You can raise your concerns with the Solicitors Regulation Authority:

The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN

Tel: 0370 606 2555  
<https://www.sra.org.uk/contact-us/>

Rudge & Co Solicitors  
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