

Complaints procedure

Stage One

1. We are committed to providing a high-quality legal service to all our clients but, very occasionally, something goes wrong. If it does, we want you, our clients, to tell us about it. If you do, it will help us to improve our standards. Our aim is to reduce the risk of similar complaints in the future.
2. A complaint is any oral or written expression of dissatisfaction with our people or the service we have provided which has caused the complainant to suffer financial loss, distress, inconvenience or other detriment.
3. If, at any point, you become unhappy or concerned about any aspect of the service that we have provided, including a bill that you may have received, then you should inform us immediately so that we can do our best to resolve the problem for you.
4. In the first instance, please contact the person handling your matter as we will do our best to resolve any issues there and then.
5. If you have done so and are still not satisfied, or feel unable to do so for any reason, you may make a formal complaint, as follows:
 - 5.1. Please contact Roger Levitt by telephone on 020 3858 0278, by email roger.levitt@viceroylegal.co.uk or by post to Octagon Point, 5 Cheapside, London EC2V 6AA.
 - 5.2. You should provide your full name and contact details, our file reference, an indication of the issue and how you would like it resolved.
 - 5.3. Roger will acknowledge receipt of your complaint with 3 working days, where possible, although it may take a little longer in some circumstances eg due to holiday absence. At the same time, you will be provided with a copy of this procedure.
 - 5.4. Roger will investigate your complaint. This is likely to involve reviewing your file, discussing your complaint with those who have worked on it and, in some cases, requesting further information from you. You may also be invited to a meeting to discuss your complaint. If this is not convenient, it may be done by telephone or video conference over Zoom.
 - 5.5. Where possible, we will aim to let you have our views on your complaint and how we would like to resolve it within 10 working days of acknowledging your complaint.
 - 5.6. However, the background to some complaints can be very involved, so the Legal Ombudsman allows us up to 8 weeks to investigate a complaint thoroughly. In most cases, it doesn't take this long.
 - 5.7. If we cannot reach a decision within 10 working days, we will provide an updated timescale for reaching a decision which should be within 8 weeks of receipt of your initial complaint.
 - 5.8. We will then communicate our decision to you.

Stage two

6. If we cannot resolve your complaint, or we cannot do so within 8 weeks, then you may be able to have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.
7. Before accepting a complaint for investigation, the Legal Ombudsman will check that you meet their criteria for being able to pursue a complaint and that you have tried to resolve your complaint with us first.
8. If you have, then you **must**, if you qualify, take your complaint to the Legal Ombudsman:
 - 8.1. No more than one year from the date of the act or omission being complained about;
OR
 - 8.2. No more than one year from the date when you should have realised that there was cause for complaint;
AND
 - 8.3. Within six months of receiving a final response from us to your complaint.
9. If you would like more information about the Legal Ombudsman ,please:

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 10am to 4pm.

Relay UK: 18001 0300 555 0333

Email enquiries@legalombudsman.org.uk

Write to: Legal Ombudsman PO BOX 6167, Slough, SL1 0EH

10. The Solicitors Regulation Authority can help if you are concerned about our behaviour as opposed to the service we have provided. This could be for things like suspected dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit its website to see how you can raise concerns with the regulator: www.sra.org.uk/consumers/problems/report-solicitor
11. Alternative complaints bodies such as ProMediate exist which are competent to deal with complaints about legal services should both you and us wish to use such a scheme. However, we do not agree to use this or any other alternative complaints body.

Dated 14 May 2025