

## Complaints

We are committed to providing a high-quality legal service to all our clients. If something goes wrong we need to know about it. This will help us improve our operating standards.

If you are not happy with the service you have received from Law Room Solicitors, please contact [clients@lawroomclaims.co.uk](mailto:clients@lawroomclaims.co.uk) or write to;

489-493 Bolton Road,  
Pendlebury,  
Swinton,  
Manchester,  
M27 8QT

### Complaints process

1. Acknowledgement
  - a. We aim to resolve any expression of dissatisfaction as soon as possible, we will send a prompt acknowledgement providing early reassurance your complaint has been received and is being dealt with in line with our complaints procedure. This will be within 3 days of receiving the complaint.
2. Investigation & Decision
  - a. Wherever possible, the person handling your complaint will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
  - b. Within 10 working days of receiving a complaint, we will send you either:
    - i. final response adequately addressing the complaint; or
    - ii. a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.

Should you still feel your complaint has not yet been resolved satisfactorily, you can ask the Legal Ombudsman to consider the complaint by writing to the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ telephoning 0300 555 0333 or e-mailing [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

The Solicitors Regulation Authority can help you if you are concerned about our behaviour <https://www.sra.org.uk/consumers/problems/>. 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.