



Oak Legal Services

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Client Complaints Policy

Making us aware that you have a concern/complaint

If you have any concern or complaint about the work we are undertaking for you, you should contact the person who is or was working on your case to discuss the concern(s) as a starting point. We will do our best to resolve any issues at that stage and if you are still unsatisfied and the complaint is escalated internally in accordance with our written policy, provide you with a final full response to the complaint and any outcome or solution that is proposed to address the concerns. At the outset of your case, we will provide you with our full complaints' procedure. Making a complaint will not affect how we deal with you or your case. However, if a complaint creates a potential conflict of interest we may be in a position where we are unable to continue receiving your instructions. This usually only occurs on limited circumstances but we will inform you if this is the case.

The [Solicitors Regulation Authority](#) can also assist if you are concerned about our conduct or service provided. This could be for things like dishonesty, taking or losing your money or if you feel that you have been treated unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority.

What to do if we cannot resolve your complaint

If you are not satisfied with our handling of your complaint, you can ask the [legal ombudsman](#) to consider the complaint. They will look at it independently and subject to there being no conflict of interest it will not affect how we handle your case.

Normally you will need to bring a complaint to the legal ombudsman within six months of receiving a final written response from us about your complaint and the legal ombudsman will check that you have tried to resolve your complaint with us first.

A complaint to the legal ombudsman must be made:

- Within six months of receiving a final response to your complaint, and
- No more than six years from the date of act/admission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the legal ombudsman, please contact them.

Contact details:

Visit: www.legalombudsman.org.uk.

Call: 0300 555 0333 between 9am and 5pm.

Email: enquiries@legalombudsman.org.uk

Or in writing:
Legal Ombudsman
PO BOX 6806
Wolverhampton
WV1 9WJ

All SRA regulated firms (including Licensed ABS entities) are required to attempt to resolve any issues or concerns that clients may have with the service provided. It is therefore important that you raise any such concerns with us as soon as possible so we can address the concern immediately. Client satisfaction is our primary objective and to that end, we will seek to address any area of concern or reason for any dissatisfaction and do our best to ensure we provide you with the best possible service.

This policy was last updated: October 2026