

## **Complaints Procedure**

Dabby Solicitors is authorised and regulated by the Solicitors Regulation Authority (SRA). We always strive to provide our clients with high-quality legal advice and client care by offering efficient and effective legal services, transparent billing, and fair pricing.

However, if you would like to discuss how the service to you could be improved, the level of your bill, or should there be any aspect of our service with which you are not satisfied, please get in touch with our principal on:

- Tel: 02039786444 or
- Email: [info@dabbysolicitors.com](mailto:info@dabbysolicitors.com) or
- By post: Unit 58, Wenta Business Centre, 1 Electric Avenue, Innova Park, Enfield London, EN3 7XU

If we are unable to resolve your complaint, you can have it independently reviewed by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within 6 months of receiving a final written response to your complaint and
- Within 6 years from the date of act/omission; or
- Within 3 years from when you should reasonably have known there was cause for complaint.

**If you would like more information about the Legal Ombudsman, their contact details are:**

- Post: Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ
- Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Telephone: 0300 555 0333 between 8.30am to 5.30pm