



VMA Solicitors, is authorised and regulated by the Solicitors Regulation Authority (S.R.A. No. 617883)

VMA Solicitors, is the trading name of VMA Legal Services Limited, registered in England & Wales with Co. Regn. No. 9111151.
A list of directors is available for inspection at the registered office

Complaints Handling Procedure

VMA Solicitors are confident we will provide clients with an efficient and effective professional service. However, if clients have any queries or concerns about the service they are receiving or wish to discuss how the service being provided to them might be improved, this Complaints Handling Procedure sets out how VMA Solicitors will deal with any such queries or concerns made by you, the clients.

Complaints Handling at VMA Solicitors

At the first instance of any circumstances arising which may lead to a query or concern you wish to discuss, please raise this with the member of the firm supervising your particular matter (the supervising member is set out on the Client Care Letter delivered to you at the outset of your matter) or by sending an email to law@vmasolicitors.co.uk setting out your query or concern.

Following receipt of your query or concern, the supervising member will endeavour to address any issue raised with a view to resolving such issues swiftly and to your satisfaction. We usually provide for eight (8) weeks to consider and response to any complaints raised. If the matter is complex and/or requires investigation, you will be kept up to date with regard to any outcomes or resolutions proposed following such internal enquiry. Where we believe it may assist to address your query or concern more effectively, we may suggest a meeting.

If the problem is not resolved to your satisfaction and you remain dissatisfied with the response to or handling of your query or concern, you may raise the matter with the Legal Ombudsman (LO). The LO can be contacted at the following details:

PO Box 6806, Wolverhampton, WV1 9WJ
Telephone: 0300 555 0333 (between 8:30am and 5:30pm)
Email: enquiries@legalombudsman.org.uk.
www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the LO within six (6) months receiving a final written response from this firm about your complaint or within six (6) years of the act or omission about which you are complaining occurring (or if outside this period, within three (3) years of when you should reasonably have been aware of it). Generally, the LO deals with complaints relating to acts or omissions that happened after 5 October 2010.

The LO deals with complaints by consumers and very small businesses. This means some clients may have the right to complain to the LO, e.g. charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million, and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about a bill received.

All solicitors must attempt to resolve problems that may arise with their services. It is therefore important that you immediately raise with us any concerns you may have.

We value your instruction and would wish to be told at once if you have any reason to be unhappy or dissatisfied with us, so that we may resolve the issues between us at the earliest opportunity.

VMA Solicitors