

If you have a complaint about our services

We try at all times to meet (or exceed) your expectations of the legal service we provide. If we do not do so, please get in touch with one of us as soon as possible to raise your concerns with us. We will be happy to help resolve your problem with you.

If we cannot together resolve your problem to your satisfaction, we would invite you to write to us, Sheppard | Co at Central Court 25 Southampton Buildings, Holborn, LONDON WC2A 1AL (E-mail: susannah.sheppard@sheppard-co.com) setting out your concerns as clearly and concisely as you can and what you think we should do to put matters right.

We will acknowledge receipt of your letter and will consider the issues you have raised. We will provide you with a written reply as soon as we can, and in any case within a month of having received your letter. If we agree with you that we should do further work to put matters right for you, we will do so at no cost to you (unless you agree otherwise) and we will, of course, carry out that work to the same high standard as we seek to give to all of our clients.

If you are still not satisfied with our work, you have four options:

- 1) you may (if you are an individual or a small business or other similar organisation) take your complaint to the Legal Ombudsman (see <http://www.legalombudsman.org.uk/>), which is a cost-free service whose outcome will be binding on us;
- 2) if you think we may have acted contrary to our professional obligations as solicitors, you may bring a complaint directly to our regulator, the Solicitors Regulation Authority (see <http://www.sra.org.uk/consumers/problems/report-solicitor.page>). The Ombudsman may also do this if he thinks we may have breached our professional rules;
- 3) if we have agreed to work for you on an hourly basis and you think the time we spent on your matter is excessive, or for court ('contentious') work more generally, you may apply to the Costs Court for our bill to be assessed;
- 4) if you think we may have acted negligently, you may seek compensation through the civil courts. You are strongly advised to take separate legal advice before commencing litigation, however.

And, of course, if you have any questions or comments about our complaints procedure – including as to how they might be improved – please let us know.

Sheppard | Co is the practising name of Aletheia Law LLP, a limited liability partnership registered in England under number OC366575, with its registered office at 8th Floor 167 Fleet Street, London EC4A 2EA. It is authorised and regulated by the Solicitors Regulation Authority under number 563517.