

Introduction

If you are dissatisfied about the service you have received from Advocates for Animals this will be taken seriously. We will respond to any complaint promptly.

We are committed to providing a professional, efficient and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to generate a positive and speedy solution.

What To Do If You Have A Complaint About The Service We Have Provided

If you are not happy with the reply provided by the person normally dealing with your case please get in touch with the firm at info@advocatesforanimals.com and a senior member of management, other than the person working on your case, will consider your complaint and carry out an investigation and will provide a proposed solution within ten business days. If the matter is complex and it takes longer to deal with your complaint, we will contact you within ten business days to give you an approximate timescale of when you can expect a response. If we believe it would be helpful, we may suggest a meeting.

Referral To The Legal Ombudsman

If you are not satisfied with the response to your complaint by a senior manager you may refer your complaint to the Legal Ombudsman (LeO). The LeO expects complaints to be made to them within six years from the date of the act/omission about which you are concerned, or three years from when you should have known about the complaint. The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted within the last six months.

The Legal Ombudsman's contact details are as follows:

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

Minicom: 0300 555 1777

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Legal Ombudsman

PO Box 6806

Wolverhampton

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