**Complaints**

We are committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Bernadette Sullivan the Complaints Manager, in writing, by e mail to berni@elliottjameslegal.co.uk or by post to Elliott James Legal, Gloucester House, 72 Church Road Stockton on Tees TS18 1TW.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ or by telephone on 0300 555 0333 to consider the complaint. From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman will be not later than:
one year from the date of the act or omission being complained about; or
one year from the date when the complainant should have realised that there was cause for complaint.

**What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

<https://www.sra.org.uk/consumers/problems/report-solicitor/>