



RUBRIC
LAW

Our Complaints Policy

We hope that you will never have reason to complain about any aspect of our service provided but in the unlikely event that this occurs please bring it to our attention as soon as possible so that we may have the opportunity to resolve any issue as quickly as we can.

Should you register an official complaint with us, which must be made within 1 year of the event, the Legal Ombudsman expects you to give us 8 weeks to try and resolve the matter.

To register a formal complaint please refer to your engagement letter where you will find detailed the name of the person to whom you should address your complaint. It is best to put your complaint in writing but, where this is not possible, a telephone call will suffice and we will note the content of the conversation to forward to you for approval which will then form the basis of the complaint.

If, after 8 weeks, you are still dissatisfied then you may contact the Legal Ombudsman but you must do this within 6 months of the date of the conclusion of Rubric Law's complaints procedure.

The Legal Ombudsman are an independent body that handles complaints about legal services and their contact details are below. They also offer helpful guides, checklists and standard letters on their website.

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone 0300 555 0333.

Email address enquiries@legalombudsman.org.uk

Website <http://www.legalombudsman.org.uk/>

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