



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. The Legal Ombudsman can help you if we are unable to resolve your complaint. The Ombudsman will look at your complaint independently. A referral to the Ombudsman will not affect how we handle your matter should you continue to instruct us. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. Assuming that you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving Rubric Law's final response to your complaint and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

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

Postal address: Legal Ombudsman PO Box 6167 Slough SL1 0EH

Telephone: 0300 555 0333

Email address: enquiries@legalombudsman.org.uk

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

In addition to the above, 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, disability or other characteristic.

Visit the SRA website to see how you can raise your concerns with the Solicitors Regulation Authority sra.org.uk.

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www.rubric.law

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