

Complaints Procedure

Introduction

Any expression of dissatisfaction about the service you have received from Real Legal Limited will be considered seriously and we will ensure that we respond promptly to any complaint. Real Legal Limited is committed to providing a professional and efficient 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 are always seeking to improve our quality of service. We will investigate your concerns objectively and try to achieve a positive, acceptable and swift solution.

What to do if you have a complaint about the service we have provided

Our aim is to provide a service with which you will be satisfied. However, we do realise that on some occasions your expectations may not be met or that you may have a query or concern or simply be dissatisfied. You are entitled to complain about the services that we provide to you. As a first step we hope that you would raise any concerns or complaints with our Claire Stewart. Claire will 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, Claire 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, Claire may suggest a meeting.

Referral to the Legal Ombudsman

If you are not satisfied with our final response to your complaint, you also have the right to make a complaint to the Legal Ombudsman (PO Box 6806, Wolverhampton WV1 9WJ, telephone number: 0300 555 0333, email address: enquiries@legalombudsman.org.uk, website: www.legalombudsman.org.uk). There are time limits for making a complaint to the Legal Ombudsman. Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets all three of the conditions below:

- The problem or when you found out about it, happened after 5 October 2010; and
- You refer your complaint to the Legal Ombudsman within either of the following: (a) 6 years of the problem happening; or (b) 3 years from when you found out about it; and
- You refer your complaint to the Legal Ombudsman within 6 months of Real Legal Limited's final response to your 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 at <https://www.sra.org.uk/consumers/problems/report-solicitor/> to see how you can raise your concerns with the Solicitors Regulation Authority.

If you require us to explain, or provide further details about, any of the points set out in this procedure, please do not hesitate to contact us.