

## Complaints procedure

You are entitled to complain if you have any problems with our service or with the level of our fees. We treat complaints very seriously and make every effort to deal with them effectively. In order to ensure that we do this, we have put in place the following internal complaints procedure:

1. In the first instance, you should contact James Smith by telephone, e-mail or by post. His contact details can be found on the website for James Smith (Planning Law Services) Ltd. He will investigate your complaint and make every effort to respond fully as soon as possible.
2. He will aim to acknowledge your complaint within 2 working days from the date of receipt and send an initial response within 10 working days. Should a substantive response be required he will aim to send this to you within 20 working days. If, for any reason, he is unable to respond fully within 20 days, he will tell you why, and when he anticipates being able to respond in full.
3. If any further follow up is required, James will again do this as soon as possible and, in any event, will make every effort to resolve all complaints within 8 weeks of receiving the initial complaint.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Their helpline number is 0300 555 0333 and their address is Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB. Their e-mail address is [enquires@legalombudsman.org.uk](mailto:enquires@legalombudsman.org.uk). A six month time limit, from the date of our final response, normally applies to complaints to the Legal Ombudsman. Further information can be found on the Ombudsman's website at <http://www.legalombudsman.org.uk/>. However, please note that the service provided by the Legal Ombudsman is only available to certain types of clients/organisations. Details of those clients/organisations can be found on the Ombudsman's website.

If you are not satisfied with the amount of our fee you may also be entitled to have our charges reviewed by the court. This is called "assessment". Your rights in this regard are set out in Part III of the Solicitors Act 1974. Please be aware that the Legal Ombudsman may not consider a complaint about our charges if you have applied to court for assessment of the bill. If all or part of a bill remains unpaid we may charge you interest in accordance with our Terms and Conditions.