

Complaints Procedure in accordance with the Solicitors Regulation Authority (SRA) Transparency Rules:

Whilst we hope that you never need to complain during the course of your matter, if you do, please tell us as soon as possible by letting the solicitor in charge of your matter know. Often complaints can be dealt with informally by discussing this with your solicitor directly. If you feel something has gone wrong, it is always better to mention it straight away so we can resolve the situation as soon as possible.

If you have not been able to resolve the matter with the solicitor in charge of your matter or do not feel you can do so, please contact the Head of Department, Stephanie Maslin by email to: enquiries@maslinsolicitors.co.uk or the office address: Maslin Solicitors Austen House Units A-J Station View Guildford Surrey GU1 4AR. Please note we have an internal postal/scanning system which adds days onto receipt of mail. We will always let you know as soon as any complaint by post is received by the Head of Department, by way of receipt notice.

Upon receipt, we will start an investigation into your complaint and will usually conclude this within 8 weeks of receipt of your complaint. This includes a review of all work we have completed/undertaken for you. We may ask you for further information or details to enable us to complete this.

At the end of this process and depending on the circumstances, we may offer to go through the details and findings of the investigation, in person, over the phone or via letter. If you have a preferred response method, please do let us know.

We will usually address:

- What has gone wrong and if possible, why it has happened;
- The effects of this including the impact on you; and
- What we wish to do to remedy this mistake / what you would find acceptable and fair in the circumstances.

If you are not satisfied with the outcome, you can contact the Legal Ombudsman, at Legal Ombudsman PO Box 6167 Slough SL1 0EH about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint.

Please note in most cases you must refer the matter to the Legal Ombudsman:

If before 1 April 2023: within six years of the act or omission about which you are complaining occurring (or within three years of when you should reasonably have known there was cause for complaint); or

If after 31 March 2023: within one year of the act or omission about which you are complaining occurring (or within one year of when you should reasonably have known there was cause for complaint).

For further information, you should contact the Legal Ombudsman on 300 555 0333 or enquiries@legalombudsman.org.uk . The website is at www.legalombudsman.org.uk.

We are regulated by the Solicitors Regulation Authority (SRA) and are obliged to comply with their principles and a code of conduct. If you feel a breach has occurred you can refer your complaint to the SRA at: Solicitors Regulation Authority, The Cube, 199 Wharf Street, Birmingham B1 1RN. Telephone: 0370 606 2555. The website is: www.sra.org.uk.