

COMPLAINTS POLICY

Our approach

We are committed to providing a high-quality service to all our clients and constantly monitor our service and seek to improve it. We welcome feedback, both good and bad, and it is very important for us to know whether or not you are satisfied with our service. Any complaint about the quality of our service or our fees or charges will be considered in accordance with this procedure. We will ensure that your complaint is dealt with promptly, fairly and free of charge.

Our complaints procedure

If you have a complaint, please contact Simon Bond as follows:

- Telephone: 07905 710365
- Email: simon.bond@bondlegal.co.uk

We will:

- Promptly acknowledge your complaint and we may ask you to clarify some details;
- Record your complaint in our central register;
- Investigate your complaint;
- Tell you of the likely timescales for dealing with your complaint and of any factors that might delay our response;
- Respond to your complaint in writing within eight weeks ('**Outcome Letter**'); and
- Tell you of your rights if you remain dissatisfied.

If we do not hear from you 28 days from the date of the Outcome Letter, we will consider that response to be our final response and will close your complaint. Your time limit to take your matter to the Legal Ombudsman will be six months from the date of the Outcome Letter.

Employment law and people management experts.

Bond Legal Limited is incorporated and registered in England and Wales, number: **11723699**

Registered Office: **19A The Nook, Anstey, Leicester LE7 7AZ**

VAT registration number: **349 9841 39**

Legal Ombudsman

If you are still not satisfied, you may be able to ask the Legal Ombudsman to consider your complaint. The Legal Ombudsman is the independent organisation which handles complaints against legal service providers.

The Legal Ombudsman can be contacted as follows:

PO Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333

www.legalombudsman.org.uk

enquiries@legalombudsman.org.uk

You should note that a complaint to the Legal Ombudsman must be made within one year of the issue you are complaining about or, if it was longer ago, within one year of you finding out about the issue. These time limits may be extended by the Legal Ombudsman in certain circumstances.

In addition, you must contact the Legal Ombudsman no more than six months after the date of the Outcome Letter - otherwise they may be unable to investigate your complaint.

If you are a client and we have made a contact with you by electronic means (for example, through our website or by email) you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>.

