

COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the service provided, please contact the person who has day to day conduct of the matter, or if you prefer their supervising partner. This may be done by telephone, email or by post.

If the issue is unable to be resolved with the fee earner or supervising partner directly a formal complaint may be made, in writing, to Alexander Trager-Lewis at the following address:

The Complaints Officer
5 De Walden Court
85 New Cavendish Street
London
W1W 6XD

Complaints can also be made to the Complaints Officer
By email: a.trager-lewis@chhausmann.co.uk
By DX: 82977 Mayfair
By fax: 020 7436 6337

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the Solicitors Regulation Authority. Their details are as follows:

Solicitors Regulation Authority

Website: www.sra.org.uk/consumers/consumers.page
Telephone: 0870 606 2555
Open Monday to Friday,
9am to 5pm.

What to expect

The complaints officer will acknowledge your complaint within 7 working days of receipt and will advise you of the date by which a full response should be received.

Our aim is to provide a full response within 28 working days of our acknowledgement and if there is to be any delay in this we shall inform you accordingly.

If you are not happy with the response provided

If you are unsatisfied with our response, you have the right to complain to the Legal Ombudsman. Their details are as follows:

The Legal Ombudsman
PO Box 6806

Wolverhampton
WV1 9WJ.

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

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