



## **BROWN & CO SOLICITORS**

### **Complaints Policy**

#### 1. Purpose of this Policy

1. Brown & Co Solicitors is committed to providing a high standard of legal service to all clients. We recognise that concerns or complaints may occasionally arise and we aim to deal with them fairly, promptly, and professionally.

#### 2. What is a Complaint?

A complaint is any expression of dissatisfaction about:

- a. the legal service provided;
- b. delays;
- c. communication;
- d. fees or billing;
- e. conduct of staff; or
- f. any other aspect of our professional services.

#### 3. How to Make a Complaint

Complaints may be made by:

- a. email;
- b. letter;
- c. telephone; or
- d. in person.

4. Complaints should be addressed to:

The Complaints Partner / COLP- Winston Brown

Brown & Co Solicitors

George House

5 Greenwich South Street

London SE10 8NW

Email: [winston.brown@brownandcosolicitors.co.uk](mailto:winston.brown@brownandcosolicitors.co.uk) or  
[enquiries@brownandcosolicitors.co.uk](mailto:enquiries@brownandcosolicitors.co.uk)

5. Acknowledgment of Complaints

We will acknowledge your complaint within 3 working days of receipt.

6. Investigation and Response

We will investigate your complaint fairly and objectively.

We aim to provide a substantive written response within 10 working days of receiving the complaint.

If additional time is required, we will notify you in writing and provide an updated timescale for our response.

7. Legal Ombudsman

If you remain dissatisfied following our final response, you may refer your complaint

to the Legal Ombudsman.

You should normally refer your complaint to the Legal Ombudsman:

- (a) within 6 months of our final written response; and
- (b) no later than 1 year from the act or omission complained of, or 1 year from when
- (c) you should reasonably have known there was cause for complaint.

## 8. Legal Ombudsman Contact Details

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH  
Telephone: 0300 555 0333  
[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

## 9. Solicitors Regulation Authority (SRA)

The SRA can help if you are concerned about misconduct, dishonesty, discrimination, or breaches of SRA Principles.

Contact details:

Solicitors Regulation Authority

The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN

Telephone: 0370 606 2555  
Website: [Solicitors Regulation Authority](http://www.sra.org.uk)

## 10. Confidentiality

All complaints will be handled confidentially and in accordance with our data protection obligations.

## 11. Review of Policy

This policy is reviewed periodically to ensure compliance with SRA requirements and good practice standards.