BARROW LEGAL

DOCUMENT	Complaints Procedure
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CLIENT INFORMATION

Complaints Procedure

We want to give you the best possible service. If you are unhappy with any part of our service or our bill, please tell us straight away so we can put it right. Making a complaint will not affect how we handle your case, and we do not charge for dealing with complaints.

01 How to make a complaint

In the first instance, it may help to speak to the person working on your case. If you would like to make a formal complaint, you can contact us in any way that suits you:

- **Email:** info@barrow-legal.com (please put "Complaint" in the subject line)
- **Telephone:** 020 3038 3560
- **WhatsApp:** 07765 758577
- **Post:** Complaints, Barrow Legal, St Georges House, 6 St Georges Way, Leicester LE1 1QZ

You can complain in writing or by phone, and someone else, such as a family member, can complain for you with your permission. If you need help making a complaint, for example because of a disability or difficulty with English, please tell us and we will make reasonable adjustments.

Please tell us your name, your matter reference if you have one, what went wrong, and what you would like us to do to put it right.

02 Who will deal with your complaint

All complaints are overseen by our Compliance Officer for Legal Practice (COLP). We will tell you the name of the person handling your complaint when we acknowledge it.

03 What happens next

1. **Acknowledgement within 3 working days.** We will confirm we have received your complaint, explain how we will deal with it, name the person handling it and give you a date by which we expect to send our response.
2. **Investigation.** We will review your file, speak to the people involved and may ask you for more information or offer a call to discuss your concerns.
3. **Updates.** If our investigation is taking longer than expected, we will update you at least every 2 weeks.
4. **Our final response.** We will send you a full written response explaining what we found, our reasons and any steps we will take to put things right. We aim to do this within 28 days, and in any event no later than **8 weeks** after we receive your complaint.

04 Complaints about our bill

If your complaint is about our bill, you may also have the right to ask the court to assess it under Part III of the Solicitors Act 1974. Time limits apply, so please ask us if you would like more information. If all or part of a bill remains unpaid, we may be entitled to charge interest.

05 If we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently, and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- within **six months** of receiving our final response to your complaint, **and**
- no more than **one year** from the date of the act or omission being complained about, or no more than one year from the date when you should reasonably have known there was cause for complaint.

If we have not resolved your complaint within 8 weeks, you can contact the Legal Ombudsman without waiting for our final response.

The Legal Ombudsman can deal with complaints from individuals, and from small businesses, charities, clubs and trusts that meet its eligibility rules. You can check whether you are eligible on its website.

Legal Ombudsman

- Website: www.legalombudsman.org.uk
- Telephone: 0300 555 0333
- Email: enquiries@legalombudsman.org.uk
- Post: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

06 If you are unhappy with our behaviour

The Solicitors Regulation Authority (SRA) can help 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 another characteristic.

You can raise your concerns with the SRA through its website: www.sra.org.uk/consumers/problems/report-solicitor.

07 Alternative dispute resolution

Approved alternative dispute resolution (ADR) bodies, such as ProMediate (UK) Ltd, also exist to help resolve complaints about legal services. We do not currently agree to use an ADR body, because the Legal Ombudsman offers a free and independent route for eligible complainants.

08 Complaints about your personal data

If your complaint is about how we handle your personal data, please see the "Your right to complain" section of our Privacy Notice.

Barrow Legal is the trading name of Barrow Legal Ltd, authorised and regulated by the Solicitors Regulation Authority (SRA number 8015375). This document was last reviewed in October 2026. The latest version is always available at www.barrow-legal.com.