

# Complaints and the Legal Ombudsman

**bpl**solicitors**limited**  
www.bplaw.co.uk



We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided to you then you should inform us immediately so that we can do our best to resolve the problem for you. In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns and we will do our best to resolve any issues at this stage.

If you would like to make a formal complaint then please contact Donna Fraser who is the Conveyancing Manager for bpl solicitors limited and is based at Mey House, Bridport Road, Poundbury, Dorset, DT1 3QY. Our full Complaints Handling Policy can be viewed here [ComplaintsHandlingPolicy.pdf](#).

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

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 a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman please contact them.

Contact details:

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) Call 0300 555 0333 between 9am to 5pm. Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ