

# Complaints

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**We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we provided then you should inform us immediately, so that we can do our best to resolve the problem.**

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If you are a previous, current or potential client you may make a complaint under this procedure.

It may be helpful to make initial contact with the person who is working on your case. We will do our best to resolve any issues at this stage. However, if you would like to make a formal complaint, please be assured that making one will not affect our handling of your case.

If the person who is working on your case cannot resolve your concerns please contact the director responsible for complaints. The Director responsible for complaints is Edmund Robb. He can be contacted at either Regus House, Pegasus Business Park, Castle Donington DE74 2TZ, by email on [er@prospectlaw.co.uk](mailto:er@prospectlaw.co.uk) or on (+44) (0)20 7947 5354.

## What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint.

The Legal Ombudsman will look at your complaint independently and any report to them will not affect our handling of 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 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

### **Solicitors Regulation Authority (SRA)**

You can also raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/), who can help you if you are concerned about our behaviour. This can be for things like dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability or other characteristic. Anyone can make a complaint to the SRA for one of these misconduct allegations.

**Prospect Law Ltd**  
**27<sup>th</sup> August 2021**

**Prospect Law Ltd**

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