

## **Making a Complaint**

We are committed to providing a high-quality legal service to all our clients. However, if at any point you are not happy with the service we are providing then you should tell us about it as soon as possible so that we can do our best to resolve your concerns.

When you instruct us, you will receive a client care letter setting out which member of our team is working on your case and who their supervisor is. You should contact them first as they may be able to address your concerns and resolve the problem.

If you wish to make a formal complaint, then please contact our Complaint's Partner, Susan Sutovic by email [contact@sutovichartigan.com](mailto:contact@sutovichartigan.com). If your complaint is about Susan Sutovic then please contact Paul Nettleship, Partner, on [pauln@sutovichartigan.com](mailto:pauln@sutovichartigan.com). A copy of our complaints procedure is available on request.

If you make a complaint, this will not impact how we handle your case.

You can also contact the Legal Ombudsman to look at your complaint independently if you are not happy with our final response to your complaint. The Legal Ombudsman will want to know that you have tried to first resolve your complaint through our internal complaints procedure. You must take your complaint to the Legal Ombudsman within six months of receiving a final response from us to your complaint and either:

- No more than six years from the problem happening; or
- No more than three years from when you found out about it (if it took place more than six years ago)

You can contact the Legal Ombudsman in the following ways:

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If you are concerned about our behaviour, you can contact the Solicitors Regulation Authority (SRA) to raise your concerns. You can contact the SRA here: [SRA | Problems with law firms and individuals | Solicitors Regulation Authority](#)