

## Complaints Procedure

Jacksons Law Firm is committed to providing a high quality service to all our clients. However, if you are not satisfied with the level or quality of service you have received from us, we want you to tell us. We can then seek to resolve your complaint, and it will help us maintain and improve our Standards. We have a written Complaints Procedure in place and you may request a copy of this at any time. Alternatively please contact our Managing Partner, Jane Armitage, in writing at Innovation House, Yarm Road, Stockton on Tees, TS18 3TN or email [jarmitage@jacksons-law.com](mailto:jarmitage@jacksons-law.com) or by telephone on 01642 356500.

If we are unable to resolve your complaint under our Complaints Procedure, you may be entitled to refer the matter to The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. There are time limits for making complaints to the Legal Ombudsman. Normally you will need to refer a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information you should contact the Legal Ombudsman on telephone 0300 555 0333 or [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

It may be possible where we enter into an on line contract with you to resolve disputes between customers and businesses using 'alternative dispute resolution'. You can find out more about ADR by following this link: <http://ec.europa.eu/consumers/odr/>

Jacksons Law Firm does not use ADR at this time and complaints which we are unable to resolve by using our own complaints procedure are referred to the Legal Ombudsman (where eligible to be considered).