

Complaints Procedure

At Northrop McNaughtan Deller Solicitors (NMD), we are committed to providing high-quality legal advice and client care. If you are unhappy about any aspect of the service, please contact Tim Northrop (our Client Care Officer) at tim@nmdsolicitors.com or by post to Tim Northrop, Northrop McNaughtan Deller Solicitors, Office 6, Henley Enterprise Park, Henley-On-Thames, Oxon RG9 1UF.

Our Procedure

1. We will send you a letter acknowledging your complaint within 3 (three) working days. We may ask you to confirm or explain certain details relating to your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. We will write to you as soon as possible and within 21 days setting out our views on the complaint and any redress that we consider to be appropriate which may include an apology, a reduction of any bill or a repayment in relation to any payment received.
4. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 working days.
5. We will let you know the result of the review within 5 working days of the end of the review and then write to you confirming our final position on your complaint and explaining our reasons.

If we have not resolved your complaint within the above timescales, you may complain to the Legal Ombudsman. If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman's contact details are:

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Tel: [0300 555 0333](tel:03005550333)

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Normally, you will need to bring 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 occurrence of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it).

The Legal Ombudsman deals with complaints by consumers and very small businesses. This means some clients may not have the right to complain to the Legal Ombudsman. This does not prevent you from making a complaint directly to us about the service you have received or about any bill you have received. Information about reporting an individual or firm to the SRA is available from the SRA, whose contact details are:

Address: [SRA Report, The Cube, 199 Wharfedale Street, Birmingham, B1 1RN](#)

Tel: [0370 606 2555](tel:03706062555)

Email: report@sra.org.uk

If you have any concerns about our behaviour or professional conduct you can raise these with the SRA. Please note that the SRA does not deal with complaints about poor service.