



Legal Ombudsman – we're here if you need us

We hope that you receive a good service from the legal service provider you've chosen.

At the Legal Ombudsman, we're here to help if you've complained about the service you've received and you're not happy with the provider's response or lack of response.

We're completely independent and free to use. We will look into what has happened and let you know what we think is the best way forward.

You will need to contact us within **1 year** of the issue you are complaining about or, if it was longer ago, within 1 year of you finding out about the issue. These time limits may be extended in certain circumstances.

Remember, you need to complain to your service provider first. They have **8 weeks** to resolve your complaint. If you're not happy with how they resolve things, you should bring your complaint to us within **6 months** of their final response.

For peace of mind, find out more about how we work by visiting us at www.legalombudsman.org.uk.

Call us **0300 555 0333**

BT NGT Lite **18001 0300 555 0333**

Write to us **Legal Ombudsman, PO Box 6167**

SLOUGH, SL1 0EH