



### **Complaints procedure**

*This firm is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact Katie Lightfoot, 01628 873 442 or [katie@caverleylightfoot.com](mailto:katie@caverleylightfoot.com) or by post to our Maidenhead office. We have a procedure in place which details how we handle complaints and is available on request.*

*We have eight weeks to consider your complaint. If we have not addressed it within this time, 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.*

#### *Legal Ombudsman Contact Details:*

*Address: PO Box 6806, Wolverhampton, WV1 9WJ*

*Telephone: 0300 555 0333*

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

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