

Complaints Procedure

We are committed to high quality legal advice and service. If you have a complaint about any aspect of our service, please inform us immediately so that we can begin to resolve the issues raised.

Clay Lane Legal Ltd do not accept any negative comments made on social media or review sites to be a formal complaint.

To initiate a complaint please raise your concerns with the person who is representing you to see whether they can resolve the problem. If you have tried to do this, and are not satisfied with the response, or you do not wish to contact the person dealing with your case, please contact make your complaint in writing. Please include the name and reference of the person dealing with your matter.

Any formal complaint may be forwarded to Angela McGuckin,
angela@claylanelegal.co.uk 01246 959969.

You will not be charged by us for handling your complaint and you will be advised if the complaints procedure will have any effect on any ongoing case that you may have with us.

What will happen next?

1. We will acknowledge your complaint within 7 days of receipt.
2. Following the acknowledgment and within a further 7 days we will request the file and request a report from the lawyer that has had conduct of your matter.
3. You will be contacted either in writing or if suitable, a face-to-face meeting to discuss the complaint and hopefully bring resolution to the issues raised.
4. Within 14 days of the correspondence or meeting you will be contacted by us, and we will set out the solutions which have been suggested and hopefully agreed.
5. Should you refuse the meeting and/or discussion to resolve the issues, we will have a period of 21 days to provide you with suggestions to resolve the complaint.
6. If we have not been able resolve your complaint to your satisfaction, you have six months from our final decision to contact the legal ombudsman below:
enquiries@legalombudsman.org.uk
0300 555 0333

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Should you have concerns about the manner in which we have behaved as opposed to the service we have provided i.e dishonesty, unfairness or discriminated against you in some manner you may contact the Solicitors Regulatory Authority directly.

[SRA | Your right to complain | Solicitors Regulation Authority](#)