

38A George Street

Birmingham

B3 1QA

1. If you are not satisfied with any aspect of the work provided by CSK Legal Limited, please do not hesitate to contact us and we will attempt to resolve the issues, on an informal basis, as quickly and efficiently as possible.
2. If the matter is not resolved or is not done so to your satisfaction you can make a formal complaint which will be investigated. The remainder of this procedure details how to make a formal complaint and the processes that will be undertaken to investigate it and report the outcome to you.
3. A formal complaint should be made in writing to CSK Legal Limited, communicated to us by way of letter or e-mail. If you feel unable to make a written complaint, you may communicate your complaint to us in person and we shall record the details of the complaint as we understand it in writing and forward this to you. It is this record of the nature of the complaint made that we shall then investigate in accordance with this procedure.
4. CSK Legal Limited will acknowledge a formal complaint within five working days of receipt (“**acknowledgment letter**”).
5. In the acknowledgment letter, we will write to you setting out:
 - a. The nature of the complaint as we understand it;
 - b. The identify and position of the person investigating the complaint;
 - c. Any broad steps to be undertaken in investigating your complaint; and
 - d. The likely timescale for a written response to be provided to your complaint.
6. We will aim to address specific issues raised in any complaint and, wherever possible, will do so in the format in which the complaint is put, unless we consider it inappropriate to do so or that some other format will likely be more conducive to addressing the complaint.
7. Sometimes, it may not be possible to summarise our understanding of a complaint and indicate the proposed next steps within the five working day timescale referred to. This may happen where, for example, a complaint is technical or complex, and in such cases, the five working day period shall be extended to ten working days. However, we shall respond within five working of receipt simply to acknowledge that complaint. In such an instance, the additional information

referred to at paragraph 5 above will be supplied within ten working days of the complaint being received or such other timescale as we set out in the acknowledgment letter.

8. We may request further information and/or documentation relevant to your complaint from you at any time as part of the complaints investigation process. You should cooperate fully in the provision of such information and/or documentation, as a failure to do so may lead to a complaint being resolved without that information and/or documentation being taken into account.
9. At the conclusion of our investigations, we shall send you our final response letter ("**final response letter**"), which will set out our conclusions following the investigation and our decision as to whether your complaint is upheld. If it is, upheld, then we shall set out what we consider to be the proper course of action to address your complaint.
10. We will aim to send you our final response letter within eight weeks of the complaint being received. We will seek, however, to address complaints as promptly as we can. In some instances, keeping to this timescale may not be possible, especially where additional information and/or has been requested from you and not provided.
11. We will endeavour to resolve any complaint to your satisfaction, although we acknowledge that this may not always be possible.
12. If after either (a) receiving our final response letter, or (b) a period of eight weeks has lapsed since receipt of the complaint, you feel dissatisfied with our response, you may complain to the Legal Ombudsman, who will review your complaint and the way in which we have dealt with it. The Legal Ombudsman will not normally entertain a complaint unless we have given you our final response, or the eight week period referred to has elapsed. The Legal Ombudsman may be contacted as follows:

Legal Ombudsman Service
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0330 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

13. You will not be charged for the handling a complaint.