

Vialto aims to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, you should inform us immediately so we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case, or the primary contact specified in the Agreement to discuss your concerns and we will do our best to resolve any issues. Making a complaint will not affect how we handle your matter.

Separate link or document with this information

IMPORTANT INFORMATION

1) If you are unhappy about any aspect of the service you have received, or about our bill, in the first instance please contact the person who is working on your case, or the primary contact specified in our Engagement Agreement to discuss your concerns and we will do our best to resolve any issues.

2) If you are not satisfied with our handling of your complaint, you may be able to ask the Legal Ombudsman to consider your complaint via information at:

<http://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 and within six years of the act or omission about which you are complaining occurring or within three years from when you should have known there were grounds for a complaint. Please note, the Legal Ombudsman will only deal with complaints from members of the public, very small businesses, charities, clubs and trusts.

3) You may also have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. To learn more about court assessment you can contact the Senior Courts Costs Office, Thomas More Building, Royal Courts of Justice, Strand, London WC2A 2LL (Tel. 0207 947 6000) or view: <http://www.justice.gov.uk/courts/rcj-rolls-building/senior-courts-costs-office>. Please note that the Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill.

4) You should note that if all or part of a bill remains unpaid we may be entitled to charge interest at the rate set by law.

Please note that the below complaints procedure only applies if your complaint relates to advice provided by the UK office of Vialto Partners

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, please contact the Partner responsible for the matter or your Client Relationship Partner who will be happy to discuss the complaints procedure with you. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

This must be done within six months of receiving a final response to your complaint

and

*No more than six years from the date of act/omission; or
No more than three years from when you should reasonably have known there was cause for complaint.*

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority. <https://www.sra.org.uk/consumers/problems/report-solicitor.page>