

We are committed to providing a high quality legal services to all our clients but if at any time you feel that this is not being maintained, we need you to tell us as soon as possible so that we can do our best to resolve the problem and continue improving our standards.

By this complaining procedure, we aim to provide a prompt response and our assurance that the matter is being reviewed and make sure that all complaints are investigated fairly and in a timely way.

If you have a complaint, please contact Ana Claudia Padilha at anaclaudia.p@mentorlegal.co.uk or by post at: Hamilton House, Mabledon Place, London, WC1H 9BB.

What will happen next?

Within three working days of receiving your complaint we will acknowledge receipt of your complaint and let you know when you can expect to have a response. It may be necessary at this stage to ask you for more information, or to invite you to meet with us to discuss your complaint.

We will record your complaint in our central register and will investigate your complaint by reviewing the relevant file and the issues you raise. The member of staff who acted for you may be required to provide further details.

We will then provide you with a detailed written response to your complaint, this may include our suggestions for resolving the matter. Our aim is to ensure that we have properly addressed your concerns within as short a time as possible although the length of time taken will depend on the complexity of your matter and complaint. In any event we aim to provide our final response to your complaint within eight weeks of you making it.

If you are still not satisfied with our proposal to resolve the matter, please let us know. We will then arrange to review our decision. We would generally aim to do this within 14 days. Please note that if we have to change any of the above procedures or time frames we will let you know and explain why.

If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman (contact details below) to consider the complaint. Normally you will need to bring your complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint.

The Legal Ombudsman's details are:

PO Box 6806, Wolverhampton, WV1 9WJ
t: 0300 555 0333
e: enquiries@legalombudsman.org.uk

You should contact the Ombudsman no later than:

- six months after receiving our final response to the complaint and
- six years from the date of the act/omission complained of or, where later, no more than three years from when you should reasonably have known there was cause for a complaint.

Before accepting a complaint for investigation the Legal Ombudsman will usually check that you have tried to resolve your complaint with us first and that the complaint falls within their jurisdiction as set out in their scheme rules.

If you would like more information about the Legal Ombudsman, please contact them or visit their website www.legalombudsman.org.uk

Legal Ombudsman (enquiries@legalombudsman.org.uk), tel:0300 555 0333, P.O Box 6806, Wolverhampton

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 (www.sra.org.uk)

[Complaint procedure 4.21]