

Unhappy with our service?

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have 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 at this stage. If you would like to make a formal complaint, then you can read our complaints procedure. Making a complaint will not affect how we handle your case.

Our complaints handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed to Astute Dynamic 36-37 Albert Embankment London SE1 7TL or to info@astutedynamic.com What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure. We will consider the format of this document in regard to those who are vulnerable or have disabilities and, in such cases, will deliver a copy of this procedure in a more appropriate format or in a format requested by the complainant.
2. We will then investigate your complaint and will review your matter file and speak to the member of staff who acted for you. The complaints officer will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
3. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for a review of the decision.
4. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

What do to 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:

- Within six months of receiving a final response to your complaint

and

- No more than one year from the date of act/omission; or
- No more than one year 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:

Visit: www.legalombudsman.org.uk

Call: 01616 966 229 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

While the Legal Ombudsman handles complaints about the services we provide, or our fees for the services, the SRA deals with complaints about conduct. Further information is available on the [SRA website](#).