TALLY & Associates Legal Services Ltd COMPLAINTS POLICY

This policy explains how:

- you, the customers, can raise a complaint with me about my services; and

- How we will deal with complaints.

We will always aim to provide high-quality services and to provide a high standard of customer care. I recognise, however, that sometimes we may not get things right, and as such, it is important that you can raise any issues or complaints with me.

How to Make a Complaint

If you would like to make a complaint, you can do so via email to:

reception@tally-legal.co.uk

Information

Please include the following information in your complaint:

- Your full name

- Your contact details (telephone and email)

- The fact that you are raising a complaint - Any relevant dates and times which are relevant to your complaint

- The type of services I have provided to you

- Any order or reference numbers I have provided to you

- A key summary of the problem or problems you have experienced and why the services were not satisfactory.

What to Expect

Complaints will be received and progressed during my business working hours which are:

Monday to Friday from 9am to 6pm

Acknowledgement

We will acknowledge your complaint within 5 business days.

Investigation

We will then conduct a thorough investigation into your complaint. We may need to **contact you in order to obtain further details during my investigation.**

Response

We will ordinarily provide a full response to your complaint via email. Once we have acknowledged your complaint, we will ordinarily provide a full response within 14 business days. Sometimes, the investigation may take longer. If this is the case, we will contact you to tell you, and we will provide you with a revised timeframe within which you should expect to receive a response. we will provide regular updates to you thereafter.

We may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

We will offer the solution we think is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution, where this is appropriate.

If we do not agree with your complaint, we will provide you with full details to explain why this is the case.

If you are unhappy with this, you may wish to progress matters externally (see below).

Other Options

I hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues like:

the Legal Ombudsman

The contact Details are as follows:

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Legal Claims

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved via any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.