

Complaints Handling

Hyland Fitzwater Solicitors is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, then please contact Carol Gregorius (Mrs) on Tel: 01276 488082, e-mail: cag@hylandfitzwater.co.uk or by post to 44 Chertsey Road, Chobham, Surrey GU24 8PJ. We have a procedure in place which details how we handle complaints which is available from us upon request. We have eight weeks to consider your complaint.

If you are dissatisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint.

The Legal Ombudsman can be contacted on Tel: 0300 555 0333 from 8.30am to 5.30pm, by email at enquiries@legalombudsman.org.uk or by post to PO Box 6806, Wolverhampton WV1 9WJ. 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 or within six years of the occurrence of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it). - See more at: <http://www.lawsociety.org.uk/support-services/advice/practice-notes/client-care-letters>