



Client Care Policy

If there is any aspect of our service with which you are unhappy please refer to the Complaints section in our Terms of Business.

You may also request a copy of our Complaints Procedure at any time by contacting our Office, or Client Care Partner.

Our Client Care Partner is Jan Boulter, a Solicitor and Partner in Pickering & Butters LLP. Jan can be contacted on info@pb4law.co.uk

In the event that you make a complaint that cannot be resolved using our internal complaints procedure, consumers may contact the Legal Ombudsman at:

- the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- telephone, 0300 555 0333;
- view their website for eligibility and more details at www.legalombudsman.org.uk,
- email enquiries to: enquiries@legalombudsman.org.uk

Online Contract Complaints / Disputes as a Consumer

If you are a *consumer* and we have made a contract with you by electronic means, you may be entitled to use the European Commission's on-line dispute resolution service to assist with any dispute that may arise. This service can be found at (<http://ec.europa.eu/consumers/odr>).

Our email address is info@pb4law.co.uk.