

Complaint procedure

MPB 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, please contact Manuel Padilla Behar on 0208 870 8687 and/or e-mail at manuel@mpbsolicitors.co.uk. We have a procedure in place which details how we handle complaints which is available upon request. We have eight weeks to consider your complaint.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. 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 act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

In some circumstances you may also be able to seek redress from our regulator, the Solicitors Regulation Authority (www.sra.org.uk/consumers/problems.page).

You also have the right to object to the bills and apply for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not deal with a complaint about the bill if you have applied to the court for an assessment of the bill.