

# We welcome your feedback



We are committed to providing a high quality legal service and to dealing with all our clients fairly. Information from our clients such as how you would rate the service you received from us, whether or not we met your expectations and in which areas we could change, can really help us to improve and provide even better services in the future.

If you would like to give us your feedback and tell us about your experience with Legal Eye, please email Hannah Woolstenhulme, Head of Best Practice, at [hw@legal-eye.co.uk](mailto:hw@legal-eye.co.uk).

We would love to hear from you!

## Complaints

We acknowledge that we may not always get it right so if something has gone wrong, we need you to tell us.

If you would like to complain, you can contact us:

- in writing to: Jody Evans, Director of Business Development, Legal Eye, The Old Grammar School, Church Road, Thame, Oxfordshire OX9 3AJ; or
- by email to: [je@legal-eye.co.uk](mailto:je@legal-eye.co.uk).

To help us to understand your complaint, and so that we do not miss anything, please tell us:

- your full name and contact details;
- what you think has gone wrong; and
- what you hope to achieve as a result of your complaint.

We will acknowledge your complaint within three working days and record your complaint information on our central records. We will then investigate your complaint, which may involve asking you to provide further information or documents.

We will contact you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 20 working days of the date of receipt of your complaint.

We will not charge you for handling your complaint.