

## COMPLAINTS RESOLUTION POLICY

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

If you have a complaint, please contact Mr. Roman Chapaev, who will handle your complaint. His email address is [r.chapaev@advicevector.co.uk](mailto:r.chapaev@advicevector.co.uk). You can also write to us at:

AdviceVector Ltd  
International House, 24 Holborn Viaduct  
London EC1A 2BN.

We will send you an email or letter acknowledging receipt of your complaint within six working days from receipt of your complaint.

Making a complaint will not affect how we handle your case.

We will then review your complaint. We may need to ask you to provide us with further information so that we fully understand the nature of your complaint and we may need some time to complete this work.

We may telephone or invite you to a meeting to discuss and hopefully resolve your complaint. Within three working days of such call/meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

Once we have reviewed the matter, we will write to you with our response to your complaint, setting out our views on the situation and also setting out any redress that we believe to be appropriate. This letter will usually be sent to you within 21 working days of receipt of your complaint. If we are unlikely to be able to meet that timescale, we will let you know and provide you with a revised timescale.

If you remain dissatisfied after we have provided our initial response to your complaint, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 working days of receiving confirmation from you that you remain dissatisfied. We will let you know the result of the review within three working days of the end of that review.

If after taking the above steps we are unable to resolve your complaint ourselves then the Legal Ombudsman can help you. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- within six months of receiving a final response to your complaint; **and**
- no more than six years from the date of act/omission; **or**

- no more than three years from when you should reasonably have known there was cause for complaint.

We are obliged to submit to the alternative dispute resolution procedure operated by the Legal Ombudsman, if you qualify for its use (see [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

If you would like more information about the Legal Ombudsman, please contact them. Their contact details are:

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), tel.: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If you are concerned about our behaviour the Solicitors Regulation Authority can help. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).