

The requirements relating to complaints handling changed on 6 October 2010 and we are required to provide you with information about these changes.

We are committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about a bill please contact Ian White, the Managing Partner, by phone on 01782 619225, by email to ian.white@knightsllp.co.uk or by post to Knights solicitors llp The Brampton Newcastle-under-Lyme Staffordshire ST5 0QW. We have a procedure in place which details how we handle complaints which is available on request. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 15870 Birmingham B30 9EB (telephone 0300 5550333 or www.legalombudsman.org.uk) 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. The Legal Ombudsman will be able to tell you if you are entitled to complain. You may have the right to object to a bill by applying to the court for an assessment of the bill under part III of the Solicitors Act 1974. If you apply for an assessment of a bill the Legal Ombudsman may not deal with a complaint in relation to it.