



## Travelers Legal – Complaints Procedure

1. The Letter of Engagement contains the name and status of the person whom you should approach in the event of any problem or complaint with the service provided. We hope your complaint is one which can be resolved informally and speedily by the Head of Legal Practice for Travelers Legal.
2. Your complaint will at that stage be recorded and you will be provided with an assurance that it is being investigated within two working days.
3. Upon notification of the complaint, the person investigating your complaint will within 10 working days:
  - discuss the complaint with the person about whom the complaint is made;
  - review the papers;
  - obtain further details from you if necessary; and
  - consider all aspects of the complaint.
4. The complaints investigator will agree with the person about whom the complaint is made any immediate action needed to resolve the complaint and either speak to you direct or write to you with a suggested solution.
5. If you are dissatisfied with the resolution offered by the Head of Legal Practice for Travelers Legal, the complaint will be referred (or you may choose to refer it) to the Vice President, Claims Europe, Judy O'Neill.
6. The Vice President, Claims Europe, will then within 10 further working days:-
  - review the complaint;
  - review the papers;
  - discuss the complaint with the person about whom the complaint is made and their immediate supervisor, if any;
  - discuss the complaint with you if necessary; and
  - try to agree a course of action to resolve the complaint with you.
7. If the complaint is not resolved to your satisfaction, you will be reminded of your right to have your complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are as follows:

**Postal address**

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

**Website**

<http://www.legalombudsman.org.uk>

**Telephone**

0300 555 0333

**Email**

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

8. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. 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.
9. Visit the Solicitors Regulation Authority's website for information on how you can raise your concerns or contact them at the address below:

[www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)

The Solicitors Regulation Authority  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN  
DX 720293 BIRMINGHAM 47

0370 606 2555

[Contactcentre@sra.org.uk](mailto:Contactcentre@sra.org.uk)