

ROSS SOLICITORS LTD SERVICE STANDARDS

Ross Solicitors Ltd, trading as Ross Solicitors, is a Legal Practice which specialises in criminal defence work and is committed to high quality legal advice and representation and to client care.

Our Directors, Robert Ross and Gordon Hotson are experienced criminal advocates, and are supported by trained and experienced staff.

In looking after your case we will:

- * Represent your interests and act on your instructions, save where doing so would place us in conflict with our professional obligations;
- * Keep your business confidential;
- * Give you clear advice;
- * Deal with your queries promptly.

If you are unhappy about any aspect of the service you have received or about the bill, please contact the person with day-to-day responsibility for your case at our office on 01793 512960.

However, if you feel the matter is too serious to do this, you should speak to one of the Directors. They are often out of the office, attending court, but will get in touch with you within 48 hours to discuss your concerns further.

We have a formal procedure in place which details how we handle complaints. Details of this can be found [here].

If you have a concern about Gordon Hotson's handling of your complaint, you should speak with Miss Sambreen Arif. She is a solicitor experienced in criminal matters who works for this firm. She is also not always in the office, but she will contact you within 48 hours to discuss your concerns further.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman on 0300 555 0333 or via www.legalombudsman.org.uk. The postal address is PO Box 6806 Wolverhampton, WV1 9WJ.

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). Alternative complaints bodies such as 'Promediate' (www.promediate.co.uk 0203 621 3908) exist, which are competent to deal with complaints about Legal Services should both you and Ross Solicitors wish to use such a scheme.

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#)