



Complaints Procedure

Freedmans Law aims to provide its clients with a professional and exceptional service. We take every complaint seriously. If any problem arises we will investigate it promptly and thoroughly and take appropriate action.

If you have a complaint, including a complaint about your bill, you should raise it in the first instance with the person responsible for the relevant matter. If you feel this is inadequate, please contact Daniel Freedman at danielfreedman@freedmanslaw.com.

We hope that we would be able to resolve any problem satisfactorily, however if we do not you can contact the Legal Ombudsman who may be able to help. There are time limits for referring a complaint to the Legal Ombudsman. If you wish to do so, you should contact the Legal Ombudsman within 6 months of our final response to your complaint:

Legal Ombudsman
3rd Floor
Sunlight House
Quay Street
Manchester M3 3JZ

LO-CALL NO 0845 601 0794 (charged at local rates – available nationally)
Email: iso@olso.gsi.gov.uk
Phone: 0161 839 7262

If your complaint relates to your bill, you may also be able to apply to court for an assessment of the bill under Part III of the Solicitors Act 1974.