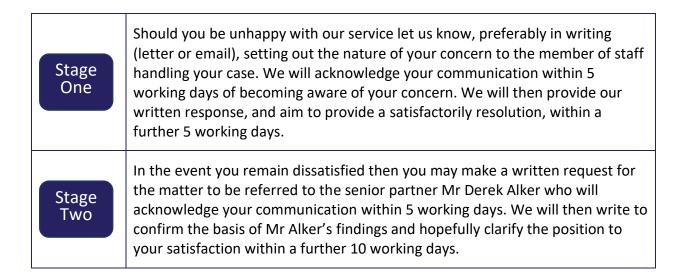
Procedure for Service Standard Concerns



Alkers are proud of the service we provide for our clients but, recognising that occasionally a client may have concerns, we have a procedure for dealing with them promptly and effectively.

We define a 'service standard concern' as a complaint made to Alkers (written or oral) by a client or appropriate third party and taken forward as a formal complaint under this procedure.



In the unlikely event you still remain dissatisfied with our handling of your complaint at the end of Stage 2, or within 8 weeks of you raising your concern with us:

- If you are an individual, small business, or other organisation or trust with a turnover of less than £1 million, you can ask the Legal Ombudsman, an independent body, to consider the complaint. The contact details for the Legal Ombudsman are PO Box 6806 Wolverhampton WV1 9WJ Tel: 0300 555 0333 Email: enquiries@legalombudsman.org.uk www.legalombudsman.org.uk. Normally, you will need to refer the matter to the Legal Ombudsman within six months of receiving a final written response from us about the complaint you have raised and in any event within 6 years from the date of the act or omission or 3 years from when it should reasonably have been known that there were grounds for complaint.
- Alternative dispute resolution (ADR) approved bodies (such as ProMediate –
 ww.promediate.co.uk) exist that are competent to deal with your complaint. We are not
 obliged to use ProMediate and, unless in your case we inform you to the contrary, we would
 not usually agree to use that scheme.