

Luna Law Limited

Client Complaints Procedure

We strive to provide a high quality and professional legal service to all our clients. Client satisfaction is a priority for us and therefore if you feel dissatisfied with the service you have received then we welcome hearing from you.

We appreciate that raising a complaint can be a daunting experience. You can rest assured that your transaction will not be prejudiced by you raising concerns. We hope you will not have any reason to complain, but in case you do, you should follow the procedure below.

First Stage

In the first instance, please raise your concerns directly with the person handling your transaction. You may do this over the telephone or by post or email.

If you feel that you do not wish to raise your concerns with the person handling your transaction, or they have not dealt with your concerns to your satisfaction, then you can raise your complaint with the Managing Director in the firm, namely Fallon Luna. You may telephone and ask to speak to Fallon Luna, write to her at the registered office address or you may email her at fallon.luna@lunalaw.co.uk. In the event Fallon Luna is handling your transaction, then please address your concerns to Dana Rowley, who is another Director of the firm and who is also this firm's Practice Manager and you may email her at dana.rowley@lunalaw.co.uk

We prefer to receive your complaint by post or email so we can ensure that we address all of the points you raise.

We will acknowledge receipt of your complaint within five working days. We will then investigate your complaint. We will review your file and speak with the person who had conduct of your transaction.

We will send you the result of our investigation by post or email, depending on how you contacted the firm with your complaint or any preference you may have. We may also offer to meet with you to discuss the matter and try to resolve your complaint.

We will do all of these things as quickly as possible and we aim to complete our investigation and give you a response within 8 weeks. If this is not possible, we will explain the reason.

If once we have completed our investigation, we agree with you and we find the service you have received was not as we would like it to be, we will work with you and try and find a way to resolve your complaint.

If we find that your complaint does not support a finding of poor service, we will let you know the reasons why. We will let you know what you can do if you are unhappy with our decision.

There are Alternative Dispute Resolution bodies which exist which are competent to deal with complaints about legal services by using dispute resolution processes and techniques such as mediation that act as a means for disagreeing parties to come to an agreement. A suitable Alternative Dispute Resolution service provider such as ADR Group of Churchgate Lakes, Rectory Lane, Battlesbridge, Rettendon Place, Essex SS11 7QR Tel: 0203 600 5050; Email: info@adrgroup.co.uk Website: <http://www.consumer-dispute.co.uk> would be able to assist. However, we do not currently engage in Alternative Dispute Resolution as we believe the complaint investigation services offered by the Solicitors Regulation

Authority and the Legal Ombudsman are more appropriate. Therefore, if neither the person handling your transaction, the Director of the firm nor indeed the Practice Manager can resolve your concerns to your satisfaction, then your complaint will reach the second stage.

Second Stage

If you remain unhappy you have the right to complain to the Legal Ombudsman, an independent and impartial body, but you must do so within six months of our final letter to you. You can contact the Legal Ombudsman at PO Box 6167, Slough SE1 0EH. Telephone: 0300 555 0333 Email: enquiries@legalombudsman.org.uk Website: www.legalombudsman.org.uk

Solicitors Regulation Authority

Luna Law Limited is authorised and regulated by the Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN (the SRA). This means that we are governed by a Code of Conduct and other professional rules, which you can access on the SRA's website (www.sra.org.uk) or by calling 0370 606 2555. Our SRA registration number is 839730. If you believe that we have behaved dishonestly, illegally or in breach of the SRA's principles, you can complain to the SRA using the details provided above.