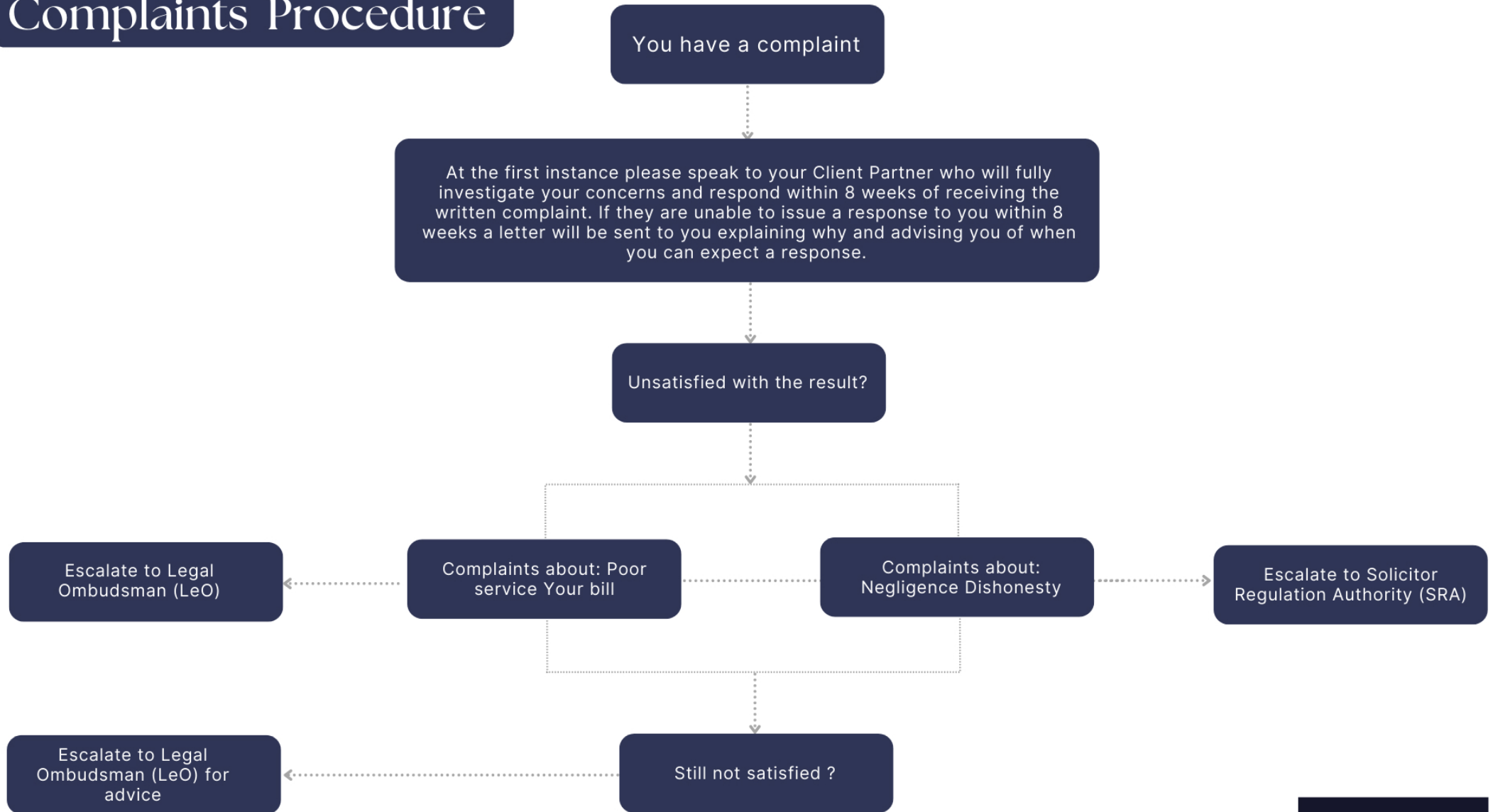


# Complaints Procedure



Please note that the time limit for referring your complaint to the Legal Ombudsman is within 6 [six] years from the act or omission you complained about or within 3 [three] years from the date you should reasonably have known there were grounds for complaint. Further details are available at <http://www.legalombudsman.org.uk/consumer/index.html>

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ Tel: 0300 555 0333

