

## **Complaints Procedure (Draft) – I.J.B.H. Limited t/a iflaw.net**

Draft template for publication. Please review and approve before use.

If you are unhappy with our service or a bill, please tell us as soon as possible so we can try to put things right.

How to complain: Email enquiry@iflaw.net or write to the Registered Office address.

We will acknowledge receipt and explain the next steps and timescales.

We will investigate and respond in writing with our findings and any proposed resolution.

If unresolved, you may be able to complain to the Legal Ombudsman within applicable time limits (details are provided in client care communications).

Regulatory concerns: Serious concerns can be reported to the Solicitors Regulation Authority (SRA).