**What is the absolute time limit for referring complaints to the Legal Ombudsman?**

Effectively, there are five different time limits:

8 weeks

After which a complainant can refer their claim to Legal Ombudsman (LeO) if you have failed to resolve it

6 months

From the date of the firm's written response (but only if the firm gave the complainant all the required information)

3 years

From the date of the act/omission

6 years

From the date the complainant should reasonably have known there were grounds for complaint

At LeO discretion

LeO may extend time limits to the extent it considers fair in exceptional circumstances

**When can a complaint be made to the SRA?**

**If you have complained to your solicitor about breaching the SRA Code of Conduct and you are not satisfied with their response**, you can report them to the SRA. Solicitors must follow the code of conduct Complaints about poor service MUST be directed to the Legal Ombudsman and not the SRA. The SRA deals with compliance.

When you make your complaint, you should

• make a complaint as soon as possible, once you are clear what the issue is and while it is fresh in your mind;

• be clear on what your complaint is about and how you would like it to be resolved—keep a note of the relevant points that you would like to address;

• make a note of who you spoke to, and what was said—this will come in handy if you need to chase your complaint up or take it further;

• keep calm, and be polite—even though you may be very frustrated, it is much easier to get the result you want by being reasonable; and

• give us some time to resolve your complaint—the Legal Ombudsman suggests up to eight weeks.