

LEGAL & REGULATORY

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This website includes information relating to the law and legal developments. Such information is based on the law of England and Wales unless otherwise stated. It is only intended for general guidance and does not constitute advice.

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INVESTMENTS

Please note that this firm is not authorised under the Financial Services and Markets Act 2000, but we are able in certain circumstances to offer a limited range of investment services to clients because we are members of The Law Society. We can provide these investment services if they are an incidental part of the professional services we have been engaged to provide. For more complicated matters we may refer you to someone who is authorised by the Financial Conduct Authority.

DISCLAIMERS

Whilst we make every effort to ensure that the information shown on our website is accurate and up-to-date, the website is provided without any representation or warranty of any kind, whether express or implied, including, but not limited to, implied warranties of satisfactory quality, fitness

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INDEMNITY INSURANCE

Our insurer is Allianz Global and Corporate 60 Gracechurch St, London EC3V 0HR Cover under our policy with Allianz Global will extend to acts or omissions arising out of Sears Tooth's professional business, wherever they occur.

EQUALITY AND DIVERSITY

We are committed to promoting equality and diversity in all our dealings with clients, employees and third parties. Please contact us if you would like a copy of our equality and diversity policy.

COMPLAINTS

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure [here](#). Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could

be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority.

What do to if we cannot resolve your complaint:

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the

Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

CONTACT DETAILS

VISIT: www.legalombudsman.org.uk CALL: 0300 555 0333 between 9am to 5pm.

EMAIL: enquiries@legalombudsman.org.uk

LEGAL OMBUDSMAN PO BOX 6806, WOLVERHAMPTON, WV1 9WJ