We have been unable to settle your complaint using our internal complaints process.

We are, however, members of an independent alternative dispute resolution scheme, ProMediate (UK) Limited, which is certified under the Alternative Dispute Service for Consumer Disputes (Competent Authorities and Information) Regulations 2015 by the Chartered Trading Standards Institute.

We confirm that ProMediate’s details are as follows:

ProMediate (UK) Limited

Email address:  enquiries@promediate.co.uk

Website: [www.legalcomplaintsservice.com](http://www.legalcomplaintsservice.com/)

We confirm that we are willing to use ProMediate’s independent mediation service to try to resolve your complaint.  ProMediate’s mediation service is free for consumers.

You also have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

You have six months from the date of this (our final) letter in which to complain to the Legal Ombudsman.

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone: 0300 555 0333

Email address: enquiries@legalombudsman.org.uk

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk/)

@ProMediate (UK) Limited