

TWOMLOWS Solicitors and Advocates

Complaints Procedure

If a complaint arises you should refer it to the Complaints Manager, Andrew Twomlow, or to Molly Twomlow if the matter complained of is being dealt with by Mr Twomlow. Contact details are:

Andrew Twomlow

15-16 Upper Church Street, Chepstow, NP26 5EX

Tel 01291 623323

Email a.twomlow@twomlows.com

Molly Twomlow

20 Newport Road, Caldicot NP26 4BQ

Tel 01291 422753

Email m.twomlow@twomlows.com

An acknowledgement of your complaint will be sent within 2 working days.

The appropriate solicitor, Andrew Twomlow or Molly Twomlow, will investigate your complaint and a full written response will be sent to you within 28 days of receipt of the original complaint.

If we have not resolved the complaint within 8 weeks we will (if appropriate) remind you of your right to refer the complaint to the Legal Ombudsman. We will provide contact details and time limits.