

Non Client Complaints Policy

- 1 You are not a client of the firm and therefore we will only be able to deal with your complaint if you are alleging that we have acted in breach of the principles our outcomes provided for in the SRA Code of Conduct.
- 2 If the breach is, in our opinion, self-evident we will not seek further clarification, but if not, we will ask you to specify the alleged breach before we deal with your complaint.
- 3 Please send your complaint in writing (by letter, fax or email) to our complaints partner, Paul Hughes, 5 Osborne Terrace, Newcastle upon Tyne, NE2 1SQ, tel: 0191 212 7720, fax: 0191 212 7762, email: phughes@mincoffs.co.uk
- 4 We will tell you as soon as reasonably possible if we consider that we agree there has been a breach and apologise if so.
- 5 The Solicitors Regulation Authority (SRA) deal with cases where firms or those they regulate have breached the outcomes and principles in the SRA Code of Conduct. If you consider that a firm or anyone regulated by the SRA has breached a principle or outcome you can report this to the SRA:

Solicitors Regulation Authority

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Tel: 0870 606 2555

Email: info.services@sra.org.uk