Léonie Cowen & Associates

Information for Clients

In accordance with the requirements of the Solicitors Regulation Authority Handbook, we confirm the following:

1. In the event of a problem, the client is entitled to complain. For matters handled by Léonie Cowen, the complaint should be addressed to Andrew Riddell, and for matters handled by Andrew Riddell the complaint should be addressed to Léonie Cowen. Any complaint should preferably be made in writing and promptly after the reason for the complaint.

2. A complaint can include a complaint about the firm's bill.

3. The complaint will be investigated fairly, taking into account all of the circumstances of the complaint.

4. Any client has the right to complain to the Legal Ombudsman at the conclusion of our own complaint process. Details of the time frame for doing so and full details of how to contact the Legal Ombudsman are available on request.

5. A client may also have a right to object to a bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974 within a month of a bill being submitted.

6. If all or part of a bill remains unpaid the firm may be entitled to charge interest.

Léonie Cowen & Associates
30 Kingswood Avenue
London
NW6 6LR

T. 020 7604 5870
E. admin@lcowen.co.uk
W. www.lcowen.co.uk