

## Making a complaint

Lawontheweb.co.uk is a trading name of Everything Legal Limited. At Everything Legal (also trading as Law on the Web) we treat all expressions of dissatisfaction about any aspect of our service very seriously and are dedicated to resolving matters in a timely and effective manner. To improve customer satisfaction we also commit to learning from our mistakes.

### Our internal complaints process

If at any time you have cause for complaint about the sales process on [www.LawontheWeb.co.uk](http://www.LawontheWeb.co.uk), the first step is to contact us by email on [customerservice@lawontheweb.co.uk](mailto:customerservice@lawontheweb.co.uk) or by phone on 0330 100 7905. Your complaint will be logged and forwarded to the relevant Manager or Team Leader.

It may be that your complaint is more suitable to be acknowledged and dealt with through one of our partner firms. If this is the case they will acknowledge your complaint and you will be taken through their complaints procedure.

If your complaint is in regards to Everything Legal activity or services then we will handle your complaint in accordance with the requirements of the Financial Conduct Authority or the Claims Management Regulator dependant on the activity complained about. We have an obligation to answer your complaint within eight weeks of its receipt however we will always look to resolve any dissatisfaction sooner than this by:

- acknowledging your complaint within 2 working days of it being received
- thoroughly investigating the matter if your complaint is because of a failure in our service, or any other matter with the aim of confirming our decision within 10 working days of our acknowledgement letter

If we are unable to complete our investigations within these timescales we will inform you. In the unlikely event you are not satisfied with our response, or the way your complaint has been handled, you may be able to take your complaint to the:

#### **Insurance Division of the Financial Ombudsman Service**

Exchange Tower,  
Harbour Exchange Square,  
London  
E14 9SR

Alternatively if your complaint relates to an Employment or Personal Injury referral you may be able to take your complaint to the:

#### **Legal Ombudsman**

PO Box 6806,  
Wolverhampton,  
WV1 9WJ

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).