

ELMHIRST PARKER LLP

Elmhirst Parker LLP is a limited liability partnership (partnership number OC318370) registered in England and Wales.

VAT number 334 5486 48

Elmhirst Parker LLP is authorised and regulated by the Solicitors Regulation Authority. The professional rules of conduct that govern this firm can be found at <http://www.sra.org.uk/solicitors/code-of-conduct.page>.

Professional Indemnity Insurance

Elmhirst Parker LLP holds professional indemnity insurance. Our current insurer is:

QBE Insurance (Europe) Limited
Plantation Place
30 Fenchurch Street
London
EC3M 3BD

Tel 020 7105 4000
Fax 020 7105 4019

The scope of the insurance is worldwide for work carried out from offices in England and Wales.

Complaints

This firm operates an internal complaints procedure in line with the guidelines of the Solicitors Regulation Authority, a copy of which is available on request, and we would normally expect to initially address complaints through this. Should you have a complaint about the service that this firm has provided, including about your bill, please contact Keith Haggerty, our Client Care Partner, at our Abbey Yard office, Selby office.

You always have a right to make a complaint to the Legal Ombudsman. You can contact them in writing, PO Box 6806, Wolverhampton, WV1 9WJ, by telephone, 0300 555 0333 or by e-mail, enquiries@legalombudsman.org.uk. Further information can be found at www.legalombudsman.org.uk.

You may also have the 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.

Please note that if all or part of a bill remains unpaid, the firm may have the right to charge interest at the prevailing court rate.