

Quality and Redress

It is our aim to provide the highest quality service and we trust that you, both instructing professionals and clients, will be satisfied with all aspects of the service you receive from us. You and/or your client(s) have a right to complain should you feel dissatisfied in any way.

The procedure for making a complaint is in the “Instructing Us” section of our website: www.templetax.com.

We hope you never need to make a complaint, but, if you do, we aim to deal with it professionally and expeditiously.

You can also make a complaint to the Legal Ombudsman. This may be done at the conclusion of our complaint process or, if earlier, within 8 weeks of making a complaint to us which has not been dealt with to your satisfaction. In any event, any complaint to the Legal Ombudsman must be referred within 6 months of your last contact with Temple Tax Chambers or the member of Chambers in question.

The contact details for the Legal Ombudsman are as follows:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333
Email: enquiries@legalombudsman.org.uk