



Third Party Complaints Policy

We will only deal with complaints from non-clients where there are identified breaches of the SRA Standards and Regulations which can be found at:

<https://www.sra.org.uk/solicitors/standards-regulations-resources>

We are unable to deal with you directly if you have a solicitor instructed in the matter to which your complaint relates.

Please send your breach allegations for the attention of:

Complaints – Governance & Risk,
Capsticks Solicitors LLP, 1 St
George's Road, Wimbledon SW19
4DR

Email: Complaints@capsticks.com

We will tell you as soon as is reasonably possible if we consider that there has been a breach and apologise if so.

If you are not satisfied with our investigation and response, you may ask

the Solicitors Regulation Authority to investigate our conduct.

Solicitors Regulation Authority

The Cube
199 Wharfside Street
Birmingham
B1 1RN
Tel: 0370 606 2555
Email: report@sra.org.uk
www.sra.org.uk

Professional indemnity insurance

In accordance with our regulatory obligations, we confirm Capsticks LLP has professional indemnity insurance in place in excess of the compulsory minimum level for users of our services in England and Wales.

Details will be provided in response to any qualifying enquiry by contacting:
Governance and Risk, Capsticks Solicitors LLP, 1 St George's Road, Wimbledon, SW19 4DR