

## **Complaints Procedure – Bolt Law**

This procedure was updated on **10 November 2025**

Company Information: Bolt Law is operated by Bolt Law, a trading style of Bolt Law Limited, a company registered in England and Wales. Company number 15436267. Registered address Foxhaven, Mill Lane, Chester, United Kingdom, CH3 7JQ ('Bolt Law', 'us', 'we')

**IMPORTANT:** If you have engaged a consultant solicitor at another law firm you should address any concerns with them directly, using their complaints procedure.

### **Services we provide to our clients**

Our aim is to deliver outstanding services to our clients. However, if you have any concerns or complaints about us, our charges or the service we have provided, you have a right to complain. To raise a complaint please contact John Hassells without delay as follows:

Email – [hello@boltlaw.co.uk](mailto:hello@boltlaw.co.uk)

Telephone – 01244 631 221

We will (1) promptly acknowledge your complaint, (2) investigate your complaint, (3) inform you of the likely timescales for dealing with your complaint and any factors that might delay our response. We will consider your concerns and (4) respond promptly ('Outcome Letter/Email') in writing within eight weeks of receipt of your complaint (although we will usually aim to respond more quickly) and (5) inform you of your rights if you remain dissatisfied. We will provide an explanation for the outcome and any proposed remedies in the Outcome Letter / Email.

If we have not resolved your complaint, and where a Regulated Solicitor working for us has provided you with services (or a Regulated Solicitor has supervised others at Bolt Law Law that have provided services to you) that you are dissatisfied about, you have a right to raise a complaint to the Legal Ombudsman about the Regulated Solicitor's service (and to in some circumstances to the Solicitor Regulation Authority ('SRA') about their conduct). A 'Regulated Solicitor' for the purposes of this paragraph means a solicitor that holds a practicing certificate and is in their personal capacity regulated by the SRA. Information on how you can raise a complaint to the SRA can be found on its website – <https://www.sra.org.uk/>. Please note Bolt Law is not regulated by the SRA. Bolt Law supports employers with employment law advice and support as well as assistance with employment tribunals. Bolt Law does not advise employees or consumers in relation to employment law and it is not able to (nor shall it) undertake reserved legal activities as defined by the Legal Services Act 2007.

If we do not hear from you within 28 days of the Outcome Letter/Email we will consider that response to be our final response and will close your complaint. Your time limit to take your complaint to the Legal Ombudsman will be six months from the date of the Outcome Letter.

The Legal Ombudsman is the independent organisation which handles complaints against legal service providers.

The Legal Ombudsman contact details are:

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Tel: 0300 555 0333

<https://www.legalombudsman.org.uk>