



WALKER & WALKER
SOLICITORS

LEGAL INFORMATION

This is information which the Provision of Services Regulations 2009 requires us to provide.

Our Professional Status

Walker & Walker is constituted as a partnership. The partners are Brian Martin Walker and Marlene Virginia Filomena Walker.

We are situated at 35 High Street, Sevenoaks, Kent TN13 1JD

Telephone : +44 (0)1732 450 699

Email : solicitors@walkerwalker.co.uk

DX : 30042 SEVENOAKS

Our regulator

We are a solicitors' practice in the United Kingdom, authorised and regulated by the Solicitors Regulation Authority (SRA) and must comply with the SRA Code of Conduct 2011 and other regulations, details of which can be found at the SRA Website <https://www.sra.org.uk/>, Our registration number with the Solicitors Regulation Authority is 69811.

VAT Information

Our VAT registration number is GB 206948253

Legal terms and conditions

The terms and conditions which will apply to any work which we undertake for you will be sent to you with our engagement letter. If you want to see the terms and conditions before you instruct us, please ask for a copy from the person with whom you are dealing. All of our contracts for legal services are governed by the laws of England and Wales.

Complaints

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint please see our complaints procedure.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.



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Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them at PO Box 6806, Wolverhampton, WV1 9WJ visit: www.legalombudsman.org.uk (Tel: +44 (0)300 555 0333 between 9am to 5pm) Email: enquiries@legalombudsman.org.uk

Professional liability insurance

We confirm that our professional indemnity insurance exceeds the minimum mandatory cover.

Financial Conduct Authority

We are not authorised by the Financial Conduct Authority.

GDPR

You may have provided Walker & Walker with some personal data relating to you. Under the General Data Protection Regulations, we as the data controller in respect of that personal data are required to provide you with a set of specific information about how we will use, hold and retain this data as well as making you aware of various rights that you have. For more information please view our full Privacy and Cookies Policy below, or a copy can be provided on request.