

I P Cosgrove Costs Lawyer

Dear Client

I would like to let you know how we handle formal complaints in the hopefully, unlikely event that you will need to make a complaint about the services we have provided to you.

We pride ourselves on providing an excellent service, but even in the best run businesses, mistakes, delays and misunderstandings can happen.

If something has gone wrong, please tell us about it so we can put things right and improve what we do in the future.

Please tell us about any problems as soon as they arise, so we have the best chance of fixing them.

You should not feel obliged to use these formal complaints procedure – you may tell us about a problem informally and we will do our best to put things right – but if you do find yourself in the position of wishing to raise a formal complaint with us then please follow the steps below.

## How to Complain

You can make a complaint either in writing or by telephone by contacting the following people:

By telephone: Mr Ian P Cosgrove on 0191 5166230

In writing: Cosgrove Costing Limited, Room 7, The Hub, New Century House, Crowther Road, Washington, Tyne & Wear, NE38 0AQ

By email: [ian.cosgrove@cosgrovecosting.co.uk](mailto:ian.cosgrove@cosgrovecosting.co.uk)

If your complaint is about the service provided by Mr Cosgrove, please tell us who or what the complaint is about and when the problem happened or when the problem started if it is still ongoing, and how you would like us to communicate with you (by telephone, letter or email), then please address your concerns to:

By telephone: Laura Crookes on 0191 5166230

In writing: Cosgrove Costing Limited, Room 7, The Hub, New Century House, Crowther Road, Washington, Tyne & Wear, NE38 0AQ

By email: [laura.crookes@cosgrovecosting.co.uk](mailto:laura.crookes@cosgrovecosting.co.uk)

## What happens next

We will acknowledge your complaint in writing. We will try to do this within 5 business days.

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**Room 7, The Hub, New Century House, Crowther Road, Washington, Tyne & Wear, NE38 0AQ**

**T 0191 5166230 | [enquiries@cosgrovecosting.co.uk](mailto:enquiries@cosgrovecosting.co.uk)**

**A list of directors' names is available for inspection at the above address**

**Company Registration Number 10960405**

We will look into the details of your complaint and consider what we need to do to put things right, which might include:

- Explaining what we think happened;
- Apologising to you;
- Repeating work, or parts of work, we did for you;
- Reviewing our procedures so we do not repeat a mistake;
- Reducing our fees;
- Compensating you for any loss we have caused you to suffer.

Once we have investigated your complaint, we will reply to you. We will do this within eight weeks of when you first complained to us. If you have asked us to contact you by telephone, we will do so but we will also write to you.

#### The Legal Ombudsman

If we have been unable to put things right, or we have not resolved your complaint within eight weeks, then you can have the complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman not later than:

- 6 months of receiving our final response to your complaint

The Legal Ombudsman can be contacted using the following details:

Address : PO Box 6167, Slough, SL1 0EH  
Telephone : 0300 555 0333  
Email : [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website : [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

#### Alternative Dispute Resolution

There are other alternative Dispute Resolution Schemes that exist, such as the extensive service provided by Costs Alternative Dispute Resolution. Should both we and you wish to use such a scheme, we would recommend that organisation as having the expertise to resolve the issues between us. They can be contacted using the following details:

#### CADR

Address : 218 Strand, LONDON, WC2R 12AT  
Telephone : 01279 704855  
Email : [registrar@costsadr.com](mailto:registrar@costsadr.com)  
Website : [www.costsadr.com](http://www.costsadr.com)

#### The Costs Lawyer Standard Board (CLSB)

Individual Costs Lawyers who work for us, Ian Cosgrove is regulated by the CLSB and the CLSB can investigate complaints about those Costs Lawyers' professional conduct. If you wish to complain about a Costs Lawyer's conduct, you should contact the CLSB promptly.

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The CLSB will consider complaints made within 12 months of the date on which the matters giving rise to the complaint occurred or the date on which the complainant first became aware that they had grounds for the

complaint. This period can be extended in exceptional circumstances. The CLSB will usually expect you to give us a chance to resolve your complaint first.

The CLSB can be contacted using the following details:

Address : PO Box 4336, Manchester, M61 0BW

Telephone : 0161 9568969

Email : [enquiries@clsb.info](mailto:enquiries@clsb.info)

Website : [www.clsb.info](http://www.clsb.info)

Please rest assured that in the event that you do feel it necessary to complain about the service we provide to you, we will do our utmost to restore your confidence in us providing you with the level of service that we strive to provide for all our clients.

Yours sincerely

**Ian Cosgrove**  
**Costs Lawyer**

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