

About us

Who are we?

dgb Solicitors is a trading name of dgb Solicitors LLP.

dgb Solicitors LLP is a limited liability partnership registered in England and Wales with number OC336421. Registered office: The Captain's House, Central Avenue, Pembroke, Chatham, Maritime, Kent ME4 4UF where a list of members is available for inspection. Tel: 01634 304 000 | Fax: 01634 304 440 | E-mail: enquiries@dgbllaw.co.uk

We use the word "partner" to refer to a member of dgb Solicitors LLP.

No reference on this website to a "partner" is to imply that any person is carrying on business with others in partnership for the purposes of the Partnership Act 1890. dgb Solicitors is a trading name of dgb Solicitors LLP.

What we do

We provide legal services in England and Wales and have offices in Kent.

Who regulates us?

We are authorised and regulated by the Solicitors Regulation Authority. Our SRA ID number is 566277. We are subject to the rules set out in the [SRA Handbook](#).

How we work

We carry out all our services under our standard terms of business. We will send you a copy with our engagement letter. If you want to see them before you instruct us, please ask us.

Any dispute or legal issue arising from our standard terms of business will be determined by the law of England and Wales, and considered only by the English and Welsh courts.

VAT

We are registered for VAT. Our VAT registration number is GB426770441.

Professional indemnity insurance

We have professional indemnity insurance as required by the Solicitors Regulation Authority.

Our insurer is International General insurance Company UK Limited of Forum House 15-18, Lime Street, London, EC3M 7AN.

Complaints about us

We wish to offer you the best service we can. Therefore, if you are unhappy about the service you have received, or about our bill, which I am unable to resolve, please contact our Chairman, **Ian Pentecost** on 01634 304 000, by email ian.pentecost@dgbllaw.co.uk or by post to our office. We have a complaints policy: a copy is available on request. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

If you are not satisfied with our handling of your complaint you may be able to ask the Legal Ombudsman to consider it. Their contact details are: Address: PO Box 6806, Wolverhampton WV1 9WJ | Tel: 0300 5550333 | E-mail: enquiries@legalombudsman.org.uk | Website: www.legalombudsman.org.uk.. Normally, you will need to complain to the Legal Ombudsman within:

- six months of receiving our final written response about your complaint; or
- six years of the date of the act or omission which you are complaining about or within three years of the date when you should reasonably have become aware of it.

Alternative complaints bodies – for example, [Ombudsman Services](#), [ProMediate](#) and [Small Claims Mediation](#) - exist, which are competent to deal with complaints about legal services should both you and we wish to use such a scheme. We do not agree to use any of these alternative complaints bodies.

If you are a consumer, and we have made a contract with you by electronic means – for example, by e-mail - you may be entitled to use an EU online dispute resolution service to assist with any contract dispute you may have with us. Details of this service is available using the following link: <http://ec.europa.eu/odr>.

Equality and diversity

We are committed to promoting equality and diversity in our dealings with clients, third parties and employees. Please contact us if you wish to read a copy of our equality and diversity policy or review our most recent diversity statistics.

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