

Private and Confidential

Mr O Smith

19 October 2021

File Reference: F084620

Dear Mr Smith

Your complaint about [REDACTED]

Thank you for your email dated 19 October 2021, confirming that you have accepted the ombudsman's final decision. As you are aware, the ombudsman decided that **the firm's service has been unreasonable. I direct that the firm pay a total of £13,403.60 including VAT to Mr Smith.**

The decision is now binding and enforceable, which means that [REDACTED] [REDACTED] has to comply with it by 2 November 2021. If they don't, the decision can be enforceable through the courts.

Your file will now be closed but if [REDACTED] hasn't done what the ombudsman told them to do by 2 November 2021, please contact us and we will take the matter up with them.

We publish data about complaints concluded by an ombudsman's final decision. The information that we publish on our website may include the service provider's name and the outcome of the complaint. We will not publish your name, or any information that could enable you to be identified.

Yours sincerely

General Enquiries Team

Legal Ombudsman

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