

COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman.

What will happen next?

- 1 We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- 2 We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Mr Daniel Russell, who will review your matter file and speak to the member of staff who acted for you.
- 3 Mr Russell will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
- 4 Within three days of the meeting, Mr Russell will write to you to confirm what took place and any solutions he has agreed with you.
- 5 If you do not want a meeting or it is not possible, Mr Russell will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 6 At this stage, if you are still not satisfied, you should contact us again and we will arrange for another director to review the decision.
- 7 We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 8 If you remain dissatisfied with our level of service, or our handling of your complaint, or we have not resolved it to your satisfaction within eight weeks of your complaint to us, you can have the complaint looked at by the Legal Ombudsman, an independent service set up to resolve complaints about legal services. The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.