

Complaints Handling Procedure Leaflet

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.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will aim to send you a letter acknowledging receipt of your complaint within five working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to The Head of the Department concerned, who will review your matter file and speak to the member of staff who acted for you.
3. The Head of Department will then invite you to a Resolution Meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within seven days of the meeting, s/he will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, s/he will send you a detailed written reply to your complaint, including his/her decision about your complaint and suggestions for resolving the matter, within 7 days of sending/hearing from you that you do not want a meeting or agreeing a meeting is not possible.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Complaints Officer to review the decision. We will tell you who that person will be.
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 are still not satisfied, you can then contact the Legal Ombudsman. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or the act or omission about which you are complaining occurring (or if outside of this period, within one year of when you should reasonably have been aware of it). The contact details for the Legal Ombudsman are:

PO Box 6806, Wolverhampton WV1 9WJ.

Tel - 0300 555 0333 or email enquiries@legalombudsman.org.uk

If we have to change any of the timescales above, we will let you know and explain why.

