

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. However there may be occasions when you feel that this objective has not been achieved. If so, please tell us about it as this will help us to improve our standards.

A step-by-step guide to our complaints procedure

If you are unhappy with our service, please contact us with the details.

What Will Happen Next?

- We will send you a written acknowledgment of your complaint within three days of receipt.
- Your complaint will then be investigated. This will involve your case being reviewed by our Practice Manager, who holds overall responsibility for the company's client care and if applicable referred to the firms Director.
- We may then invite you to a meeting, if we feel it would be helpful, to discuss a resolution to your complaint. We will do this within 14 days of sending you the acknowledgement letter.
- Within three days of that meeting, we will provide you with a summary, together with details of any solutions that were agreed during the meeting.
- If we do not invite you or you do not wish or are unable to attend a meeting, we will issue you with a detailed written response which will, if applicable, include suggestions for resolving the matter. Our reply will be sent within 21 days of the date of our acknowledgement letter.
- If the matter still has not been resolved to your satisfaction, you should then contact us again and we will arrange for someone unconnected with your complaint to review the decision.
- 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.

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

If you are unable to resolve your complaint with us, you can contact The Legal Ombudsman. Any complaint to the Legal Ombudsman must be made within six months of the date of our final written response.

For further information, you should contact the Legal Ombudsman on

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

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

