

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.



What if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What if you are unhappy with the way we have behaved?

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

