

COMPLAINTS HANDLING PROCEDURE

The Firm is 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.

What will happen next?

1. We will normally send you a letter acknowledging receipt of your complaint within 7 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 partner, Andrew Wainwright, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Wainwright may then invite you to a meeting to discuss and hopefully resolve your complaint. He will normally do this within 14 days of sending you the acknowledgement letter.
4. If a meeting takes place, Mr Wainwright will write to you to confirm the basis of the discussion that took place and any solutions he has agreed with you.
5. If a meeting does not take place, Mr Wainwright 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. If appropriate, he may also suggest a meeting at this stage or engage in further correspondence with a view to resolving the issue.
6. At this point, if you are still not satisfied, you should contact us again and we will arrange for another partner at the firm to review Mr Wainwright's 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 your complaint has not been resolved to your satisfaction within eight weeks of making your complaint, you can contact the Legal Ombudsman Via:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Telephone: **0300 555 0333** between 8:30am to 5:30pm

Minicom: **0300 555 1777**

Full details of the type of complaints which the Ombudsman will accept can be found on their website.

Calls from both mobiles and landlines to 03 numbers costs no more than calls to national geographic numbers (starting 01 or 02). Calls are recorded and may be used for training and monitoring purposes.

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

Please note that you can usually only contact the Ombudsman within 6 months of receiving a final written response from us about your complaint. Complaints must be made within 6 years from the date of the act/omission or 3 years from when you should have known about the complaint. The Ombudsman will not accept complaints where the act/omission/date-of-awareness was before 6 October 2010. You should also note that the Ombudsman may not consider a complaint about a bill if you have applied to the Court for it to be assessed. If we have to change any of the timescales above, we will let you know and explain why.



Criminal
Litigation



Conveyancing
Quality



Children
Law

