

Complaints Procedure

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 of service.

How do I make a complaint?

You can contact us in writing (by letter, fax or email) or by telephone.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your matter, who will be named in the client care letter we sent you at the beginning of your matter.

To help us to understand your complaint please tell us:

- Your full name and contact details;
- What you think we have got wrong;
- How you would like your complaint to be resolved; and
- Your file reference number (if you have it).

If you require any help in making your complaint, we will try to help you.

What will happen next?

We will investigate your complaint. This will usually involve:

- Reviewing your complaint;
- Reviewing your file(s) and other relevant documents;
- Liaising with the person who dealt with your matter;
- We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time;
- We will update you on the progress of your complaint at appropriate times;
- We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference.
- We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint.

- Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

What to do if we cannot resolve your complaint

We have eight weeks to consider your complaint. If we have not resolved it within this time, you may be able to complain to the Legal Ombudsman.

This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman).

The Legal Ombudsman will look at your complaint independently.

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

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.

Contact details

www.legalombudsman.org.uk

Tel: 0300 555 0333 between 9.00 to 17.00

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ.