

Complaint Handling Policy

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.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three 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 Senior Partner, Karen Bennett who will review your matter file and speak to the member of staff who acted for you.
3. She will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, she will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, she will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review her 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 you are still not satisfied, you can contact the Legal Ombudsman at **PO Box 6806, Wolverhampton, WV1 9WJ** about your complaint. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final written decision on your complaint, but for further information, you should contact the Legal Ombudsman on 0300 5550333 or at enquiries@legalombudsman.org.uk.
9. Alternative complaint bodies such as Pro Mediate UK Limited (www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our Firm wish to use such a scheme. We agree to use such a scheme.

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