



## COMPLAINTS PROCEDURE

**We want to give you the best possible service and we are committed to providing a quality legal service to all our clients.**

However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem. Consequently, it is essential, when something goes wrong, or you believe that you have reason to make a complaint, that we have an effective procedure in place to assist the complete and timely resolution of the problem. Only by doing so can we hope to maintain the quality standards we have set and improve them by learning from what may have gone wrong and what you, our client, tells us.

Should you wish to make a complaint, it will help us to resolve your complaint if you could:

- Present your complaint to us as soon as possible.
- Be clear on what the issue is and how you would like it to be resolved.
- Allow us up to eight weeks to investigate and resolve your complaint (although we will endeavour to complete our investigation and provide you with a final response within 4 weeks of receiving your complaint).

Initially, it may be helpful to contact the person who is working on your case to discuss your concerns and to give them an opportunity to resolve any issues. If they are unable to address your concerns, you might wish to make a formal complaint. If you do wish to make a formal complaint about the service we have provided, this complaint will be supervised by our complaints officer. Please be assured that making a complaint will not affect how we handle your case.

### **The Procedure**

Although not essential, it would be helpful to us if you could provide details of your complaint in writing (if you have not already done so). If you would prefer not to have to do this, please arrange to contact us and we will be pleased to take down the details of your complaint.

What will happen once you have made your complaint:

- Within 5 days of receipt of complaint. We will register your complaint on our Complaint Register (for monitoring and management information purposes).
- Within 10 days of receipt of complaint. We will acknowledge receipt of your complaint and also confirm who will deal with your complaint.
- We will commence the investigation of your complaint and aim to complete the investigation of your complaint within 4 weeks from the date we receive your complaint. We aim to prepare our final response to your complaint as soon as possible after receiving your complaint but in any event, we will aim to complete our investigation into your complaint and issue a final response within 4 weeks from the date we receive your complaint. However, please note that we are allowed up to 8 weeks to investigate and resolve your complaint.

If you still remain dissatisfied with our final response to your complaint or we have not resolved your complaint to your satisfaction within 8 weeks of receiving it, you have the right to complain to the Legal Ombudsman, whose address is Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Their telephone number is 0300 555 0333. Their email address is [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). There is at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman is the statutory body to whom you may refer your complaint free of charge, once we have concluded our professional obligation to try to resolve it.

The Legal Ombudsman expects complaints to be made to them within one year from the date of the act/omission about which you have complained, or one year from when you should have realised that you had cause for complaint. The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted within the last six months. Therefore, you must refer your complaint to the Legal Ombudsman within six months from the date of our final response to your complaint.