

CLIENT COMPLAINTS HANDLING POLICY

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we want you to tell us about it so that we can resolve it if we can. We will ensure that appropriate lessons are learned to help us to improve our standards.

If you have a complaint, please contact us. We hope that most concerns can be resolved with the partner responsible for your matter. If you are not happy with his/her response, please contact another partner who will discuss your concerns with you.

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 the supervising partner or to our client care partner who will review your file and speak to the member of staff who acted for you.
3. The partner will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting the partner will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the partner will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are not still satisfied, you should contact us again and we will arrange for another partner to review the 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

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk

9. There are other alternative dispute providers but we do not currently use their services.

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10. If you wish to challenge a bill, you have certain rights under Part III of the Solicitors Act 1974. Time limits apply and depend on whether the questioned bill has been paid. We are happy to explain this procedure at any time on request.
11. The Solicitors Regulation Authority is our professional regulator and handles any complaints relating to professional misconduct.

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