

# Complaints Handling Procedure

If you are not satisfied with the quality of the legal service you have received from us, then you may want to make use of our complaints procedure. We aim to deal with your complaint fairly, comprehensively and swiftly.

It may be helpful to keep this pamphlet to record the dates in which actions have been taken. This will enable you to keep track of when we should be getting back to you.

    /    /

    /    /

These investigations are conducted by Partners within the firm. They will look through your matter file, speak to the member of staff who acted for you and ultimately decide on the appropriate course of action.

    /    /

    /    /

    /    /

Please note that you must contact the Legal Ombudsman within 6 months of receiving our final position. You however need to wait 8 weeks from initially raising your initial complaint to give us chance to rectify the position. You can find their details to the right.

The Solicitors Regulation Authority can help if you are concerned about our behaviour during the course of your matter. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority ([www.sra.org.uk](http://www.sra.org.uk)).

## Contact your lawyer

They will correct any unsatisfactory procedures if appropriate

## Not happy with their response?

## Contact their supervisor

This must be done in writing. Their details can be found in the client care letter.

Response time | 1 week from receiving your complaint

## We send you a letter of acknowledgement

Investigation time | 5 weeks from the date of our letter of acknowledgement

## We send you our response

This will explain our stance on the matter and offer redress if appropriate

## Still not satisfied with the response you've received?

## Contact us again for a second opinion

Investigation time | 2 weeks from you informing us of your dissatisfaction

## We send you our response

This will explain our final stance on the matter and offer redress if appropriate

## Are our responses not to your liking?

## Contact the Legal Ombudsman

PO Box 6806, Wolverhampton WV1 9WJ  
[enquiries@legalombudsman.co.uk](mailto:enquiries@legalombudsman.co.uk)  
[www.legalombudsman.co.uk](http://www.legalombudsman.co.uk)  
0300 555 0333