

## COMPLAINTS PROCEDURE

### Our complaints policy

We are committed to providing a high-quality legal service to all my clients. When something goes wrong we need you to tell us about it. This will help us to maintain and improve our standards.

### My complaints procedure

If you have a complaint about the services you have received or the amount of your bill please contact us with the details. We will do our best to deal with your complaint in accordance with this procedure. If we have to change any of the timescales set out below we will let you know.

### What will happen next?

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain the details. We may suggest that we meet to clarify any details.
2. We will then record your complaint in our central register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps:
  - If we acted for you, we will consider your complaint again. We will then send you our detailed reply or invite you to a meeting to discuss the matter.
  - If someone else acted for you, we will ask them to give us their reply to your complaint. We will then examine their reply and the information in your complaint file. We may also speak to the person who acted for you.
  - We may ask another independent local solicitor to investigate your complaint and report to us.
  - We will then write inviting you to meet us and discuss and hopefully resolve your complaint.
3. We would welcome the opportunity to meet with you. We would aim to be in a position to be able to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out my views on the situation and any redress.

4. Within three days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please contact me again. We will then arrange to review our decision within the next 10 days. This may happen in one of the following ways:

- We will review the decision
- We will arrange for someone who is not connected with the complaint to review the decision.
- We will ask the local Law Society or another local firm of solicitors to review your complaint. This may take longer than 10 days in which case we will let you now how long this process will take.
- We will invite you to agree to an independent mediation. This again may take longer than 10 days and I will do my best to let you know how long this will take.

6. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining my reasons. **If you want to contact the Legal Ombudsman you should call 0300 555 0333, e-mail them at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or write to them at PO Box 6806, Wolverhampton, WV1 9WJ.** Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it.