

CLIENT COMPLAINTS PROCEDURE

Policy

We take very seriously all expressions of dissatisfaction from our clients. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing to your lawyer, their Supervisor or the Partner responsible for dealing with complaints. This leaflet explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to your lawyer in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with the Partner responsible for their work. The name of that Partner will have been given in your initial letter of engagement, but if you are unable to locate this, you can ask your lawyer. If the matter cannot be resolved informally with your lawyer, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

Response Times

Written complaints will be acknowledged within seven working days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 8 weeks.

Unresolved Issues

If, in the unusual event you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman, to consider the complaint. The Legal Ombudsman's contact details are as follows:

Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ

t: 0300 555 0333

www.legalombudsman.org.uk

You must refer the complaint to the Legal Ombudsman within six months of the date of the written response. Alternative complaints bodies (such as Centre for Effective Dispute Resolution (CEDR)) 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 CEDR:

Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street, London EC4Y 1EU
United Kingdom

t: +44 (0)20 7536 6000

f: +44 (0)20 7536 6001

e: info@cedr.com

Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.