

## COMPLAINTS HANDLING PROCEDURE

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

If you have a complaint, please contact us with the details.

### 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 ask you to put full details of your complaint in writing if you have not already done so.
3. We will then investigate your complaint. This will normally involve passing your complaint to our senior partner, Tony Wilson, who will review your matter file and speak to the member of staff who acted for you.
4. Mr Tony Wilson will retrieve your file and contact you to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgment letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner unconnected with the matter at the firm to review his decision.
6. 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.
7. If we are unable to resolve your complaint then you can have your complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from solicitors.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal ombudsman their contact details are as follows:-

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Telephone: 0300 555 0333 between 8:30am to 5:30pm (calls from both mobiles and landlines to 0300 numbers costs no more than calls to national geographic numbers (starting 01 or 02). Calls are recorded and may be used for training and monitoring purposes.

In Writing:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

8. If we have to change any of the timescales above, we will let you know and explain why.
9. We will not charge you for handling your complaint.