Marshall Hall Levy Solicitors

Complaints Handling Policy | October 2026

Our Complaints Policy

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, about the bill, or in relation to our handling of your personal data, then you should inform us immediately, so that we can do our best to resolve the problem. In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you would like to make a formal complaint then please contact us by post to our offices at Saville Chambers, 63 Fowler Street, South Shields NE33 1NS, by telephone 0191 455 3181, or by email via our website at www.marshallhalllevy.co.uk. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint (the "acknowledgement letter") within seven days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to a senior member of staff (the "Complaint Investigator"), who will review your matter file and speak with the member of staff who acted for you.
3. The Complaint Investigator will then write to you to invite you to a meeting to discuss and hopefully resolve your complaint. He or she will write to you within 14 days of the date of the acknowledgement letter, and the meeting should take place within 21 days of the date of the acknowledgement letter.
4. Within 7 days of that meeting the Complaint Investigator will write to you to confirm what took place and confirm any solutions that have been agreed with you.
5. If you do not want a meeting (please advise us within 7 days of our invitation, if this is the case), or it is not possible to have a meeting, you will be sent a detailed written reply to your complaint, including the suggestions for resolving the matter, within 28 days of the date of the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact the Complaint Investigator and we will arrange for another senior member of staff unconnected with the matter 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 we have to change any of the above timescales, we will let you know and explain why.

The Legal Ombudsman

If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

Legal Ombudsman
PO Box 6167

Slough
SL1 0EH
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Complaints about your bill

The above complaints procedure also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find information about raising your concerns with the SRA at: www.sra.org.uk/consumers/problems/report-solicitor

Complaints in relation data protection

The procedure above also applies to complaints about our handling of personal data. Should you remain dissatisfied having followed our complaints procedure you have the right to take the complaint to the Information Commissioner. Please refer to the ICO website at https://ico.org.uk/make-a-complaint/data-protection-complaints/