

## Tolson Family Law Ltd

### Complaints Policy & Procedure

We are committed to providing a high-quality legal service to all our clients however, if at any point you become unhappy or concerned about the service we deliver then we ask that you inform us immediately so we can do our best to resolve your concern. Your comments will also help us to improve the service we deliver.

If you would like to make a formal complaint, please contact Julia Tolson who will manage your complaint. Please also read our complaints procedure below. Making a complaint will not affect how we handle your case.

#### **Our Complaints Procedure**

Once you have informed us about your complaint we will follow the procedure outlined below:-

1. We will write to you acknowledging your complaint within 7 working days and enclose a copy of this procedure.
2. We will then investigate your complaint. This will involve Julia considering the nature of your complaint and the service we have delivered which has caused you to feel dissatisfied. This will be done within 14 days of receiving your complaint.
3. Within 7 days of the conclusion of the investigation, Julia will invite you to a meeting to hopefully find a solution and resolve your complaint.
4. If a meeting takes place, Julia will write to you within 3 working days to provide an outline of the discussions which took place and any solutions which have been agreed.
5. If for any reason a meeting is not possible, within 14 days, Julia will send you a detailed written reply to your complaint, including any suggestions for resolving the matter.
6. If we have to change any of the timescales mentioned above, we will let you know and explain our reasons.
7. If it is not possible to resolve your complaint inhouse and you remain dissatisfied, you may wish to contact the Legal Ombudsman in order that they can help you to resolve the issue. The Legal Ombudsman is an independent organisation who helps consumers resolve disputes with legal service providers. Asking the Legal Ombudsman for assistance will not affect how we handle your case. Before accepting a complaint, the Legal Ombudsman will check that you have firstly tried to resolve your complaint with us directly. Any complaint to the Legal Ombudsman must be made within 6 months of the date of our final decision on your complaint and no more than 3 years from when you should reasonably have known there was cause for complaint. Further information can be found on their website <http://www.legalombudsman.org.uk/>. You can also contact the Legal Ombudsman by post at PO Box 6806, Wolverhampton WV1 9WJ; by email on [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), or by telephone on 0300 555 0333 between 9 am and 5 pm.
8. If you are unhappy with how you have been treated by us in terms of our behaviour towards you, you may wish to contact the Solicitors Regulation Authority. Please visit their website to see how you can raise your concerns <https://www.sra.org.uk/consumers/problems/report-solicitor/>.