

Complaints Procedure

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 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.

Complaints are initially dealt with by the person dealing with your matter, whether oral or in writing.

If you are not satisfied with the action taken or proposed, you should contact the fee earner's supervisor with details of your complaint. You will find details of the supervisor in your client care letter. The Supervisor will take over responsibility for dealing with the complaint. Whenever the complaint reaches this stage the supervisor will look at the file and ask for full details from you either in writing or by interview. The fee earner will also be seen.

Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman within 6 months of receiving a final response to your complaint and no more than 6 years from the date of act/omission or no more than 3 years from when you should reasonably have known that there was cause for complaint. If you would like more information about the Legal Ombudsman please contact them.

Contact details of Legal Ombudsman

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 9am – 5pm

Email enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806

Wolverhampton WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitor's Regulation Authority can help if you are concerned about our behaviour. This could be things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Wherever we have MI Banks Solicitor and our address can you please insert our SRA number which is 00428574.

Yours faithfully Margaret Banks M I Banks Solicitors