

MEESONS AND SPURLINGS SOLICITORS COMPLAINTS POLICY

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.

COMPLAINTS PROCEDURE

If you have a complaint please contact Mrs Tamasine Whitbread with the details.

WHAT WILL HAPPEN NEXT?

1. She will send you a letter acknowledging receipt of your complaint within three days of receiving the complaint, enclosing a copy of this procedure.
2. She will then consider your complaint. This will normally involve reviewing your file about the work. If possible she will resolve your complaint to your full satisfaction at this stage.
3. If that has not proved possible she will then offer an appointment in the office to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter or, if later, of hearing from you that any action proposed as a result of your initial review is not acceptable to you.
4. Within three days of the meeting, she will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting, or it is not possible, she will send you a detailed written reply to your complaint, including her suggestions for resolving this matter within 21 days of sending you the acknowledgement letter or, if later, of hearing from you that any action proposed as a result of the initial review is not acceptable to you.
6. At this stage if you are still not satisfied you should contact her again and within 14 days she will either
 - review her decision and write to you confirming her final position on your complaint and explaining her reasons or
 - arrange for another Director to review it.

If you are still not satisfied you can then contact the Solicitors Regulation Authority or the Legal Ombudsman (telephone 0300 555 0333). PO Box 6806 Wolverhampton WV1 9WJ. This complaints procedure may be used to make a complaint about our bills. There may also be a right to object to the bill by making a complaint to the Legal Ombudsman, and/or by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from Mrs Whitbread about your complaint.

If Mrs Whitbread has to change any of the timescales above, she will let you know and explain why.