

COMPLAINTS PROCEDURE

Our 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 improve our standards.

Our complaints procedure

If you have a complaint which cannot be resolved by your case handler, please raise this with the Head of Department who will review the file and provide a response. If you are still dissatisfied or your case handler is the Head of Department the following will apply.

What will happen next?

1. Your complaint will be referred to Richard Plummer who is the client care member. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out unless this is clear from your initial letter.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.
3. Richard Plummer will then start to investigate your complaint. This will normally involve the following steps.
 - He will ask the member of staff who acted for you to comment on your complaint within five working days.
 - He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to three working days from receiving their response.
 - He will at that point respond to your complaint.
4. If you are not satisfied with the response Richard Plummer will then invite you to a meeting to discuss and hopefully resolve your complaint.
5. Within five working days of the meeting Richard Plummer will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting or it is not possible, Richard Plummer will address any further queries you have and provide a detailed reply. This will include his suggestions for resolving the matter. He will do this within five working days of completing the investigation.

6. At this stage, if you are still not satisfied and you contact us again. We will then arrange to review our decision. This will happen as follows:-

- Another Member of the firm will review Richard Plummer's decision within ten working days.

7. We will let you know the result of the review within ten working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Legal Ombudsman. The Legal Ombudsman can be contacted by post at PO Box 6806, Wolverhampton, WV1 9WJ, or by telephone on 0300 555 0333 between 8.30am and 5.30pm or by email on enquiries@legalombudsman.org.uk.

If we have to change any of the timescales above, we will let you know and explain why.