

## Complaints Handling Policy

### 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 to improve our standards.

If you have a complaint, please contact us with the details. It will be helpful if you could let us know:

- What is your complaint about
- The names of people you are unhappy with
- Are there any relevant dates
- What you feel has gone wrong
- What you feel we should do to put matters right
- What loss you believe you have suffered

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Simon Carter or his deputy, Jo Cullen, who will review your matter file and speak to the member of staff who acted for you.
3. Simon Carter or Jo Cullen will then invite you to a meeting to discuss and hopefully resolve your complaint. He or she will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Simon Carter or Jo Cullen will write to you to confirm what took place and any solutions he or she has agreed with you.
5. If you do not want a meeting or it is not possible, Simon Carter or Jo Cullen will send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another 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 you are still not satisfied, you can contact the Legal Ombudsman, PO Box 15870, Birmingham B30 9EB about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

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