



COMPLAINTS HANDLING POLICY

We are committed to providing a high quality legal service to all our staff, clients, other lawyers and third parties. We acknowledge that we may not always get it right so if something goes wrong we need you to tell us about it. This will help us to improve our standards.

How do I make a complaint?

If you have a complaint regarding any aspect of your dealings with us, such as the service we have provided or the fees we have charged please contact us in writing (by letter, fax or email) with the details.

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- Your full name and contact details
- What you think we have got wrong
- What you hope to achieve as a result of your complaint, and
- Your file reference number (if you have it)

What will happen next?

We will send you a letter, acknowledging receipt of your complaint, within three working days of receiving it, enclosing a copy of this policy.

We will then investigate your complaint, which will be dealt with by Stephanie Kleyman, who is responsible for client care. This will usually involve:

- Reviewing your complaint
- Reviewing your file(s) and other relevant documents, and
- Speaking with the person which dealt with your matter.

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

Miss Kleyman may then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within eight weeks of sending you the acknowledgment letter.

Within three days of the meeting, Miss Kleyman will write to you to confirm what took place, and any solution she has agreed with you.

If you do not want a meeting, or it is not possible, we will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within eight weeks of sending you the acknowledgment letter.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our complaints handling procedure please you should contact us again, and we will arrange for Miss Kleyman to review the decision or appropriate alternative such as review by another local solicitor or mediation to review the decision.

We will write to you within eight weeks of receiving your request, for a review, confirming our final position on your complaint and explaining our reasons.

If you are still unhappy with the outcome you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman by:

- Post: PO Box 6806, Wolverhampton WV1 9WJ
- Telephone: 0300 555 0333
- Email: enquiries@legalombudsman.org.uk

Any complaint to the legal ombudsman must usually be made within 6 months of the date of our final written response on your complaint and within six years of the act or omission about which you are complaining occurring (or within 3 years of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.

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

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of this bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.