



Complaints Handling Procedure

- Please set out your complaint in writing addressed to the Director(s). We will acknowledge receipt of your complaint in writing within 5 working days.
- We will then investigate your complaint. The complaint will always be investigated by a Director. We will review your matter file and speak with the staff member(s) involved. Within 7 working days from the date of acknowledging your complaint, we will contact you by telephone or in writing to set out the firm's preliminary position in relation to your complaint, and to address any appropriate solutions.
- If the matter is not yet resolved after 7 working days of our preliminary letter with proposed solutions, you should contact us again to explain why you remain unhappy with our response and we will review your comments.
- We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- If you are not happy with our final response, you may raise your concerns with The Legal Ombudsman. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. The Legal Ombudsman's contact details are:

Telephone: 0300 555 0333

Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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