

Our Complaints Procedure

If you have a complaint please contact us with the details.

What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within two days of us receiving the complaint 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, Aaron Keene who will review your matter file and speak to the member of staff who acted for you.
3. We will send you a detailed written reply to your complaint including our suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.
4. We may invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending you the acknowledgement letter.
5. Within three days of the meeting we will write to you to confirm what took place, set out any solutions we have agreed with you or advise you of our suggestions for resolving the matter.
6. If we do not hear back from you within the period of 28 days after we have sent you our response and any proposals for resolving the matter we will assume that you are satisfied with our response or wish to withdraw your complaint. If you would like longer to consider our response please let us know.
7. Alternatively, if at this stage you are still not satisfied you should contact us again and we will arrange for another partner or someone unconnected with the matter at the Firm to review the decision.
8. 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.
9. If we do not hear back from you within the period of 28 days after we have sent you our response to the review and any proposals for resolving the matter we will assume that you are satisfied with our response or wish to withdraw your complaint. If you would like longer to consider our response please let us know.
10. If, however, we have been unable to settle your complaint using our internal complaints process, you have a right to complain to the Local Ombudsman, an independent complaints body established under the Legal Services Act 2007 that deals with legal services complaints.
11. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton WV1 9WJ.

Any complaint to the Legal Ombudsman should be made within six months of the date of our final decision on your complaint but for further information you should contact the Legal Ombudsman (0300 555 0333) or enquiries@legalombudsman.org.uk or refer to www.legalombudsman.org.uk

The time limits for the Legal Ombudsman's scheme are as listed below:

- (a) 6 years from the date of the act or omission; or
- (b) 3 years from when the complainant should have known about the complaint.
However, the Legal Ombudsman will not accept complaints where the act or date of awareness was before 6 October 2010.

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

Alternative complaints bodies, such as Ombudsman Services, Pro Mediate and Small Claims Mediation exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use any of those schemes