

Client Complaints Procedure

We are committed to providing a high-quality service to all our clients. When, as sometimes happens, things go wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint about the quality of our service, please contact us with the details. We have eight weeks to consider your complaint.

What will happen if you do complain?

- We will send you a letter acknowledging receipt of your complaint within five working days of receiving it
- We will then investigate your complaint. This will normally involve passing your complaint to David Anstee, our Client Care Partner, who will review your matter file and speak to the fee earner who acted for you
- David will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 10 working days of sending you the acknowledgment letter
- Within five working days of the meeting, David 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, David will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 working days of sending you the acknowledgment letter
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for Robert Preece, the Senior Partner, to review the decision. He 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 still not satisfied, with some exceptions, you can then contact the Legal Ombudsman about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ. Telephone 0300 555 0333. Email enquiries@legalombudsman.org.uk