

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.

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. On initial review of your complaint, we may refer the matter to the Head of Department for consideration to see if it can be resolved at department level.
3. If the complaint cannot be resolved at department level the matter will then be passed to our Senior Complaints Partner, Robin Bower, or the Deputy Complaints Partner Daniel King, who will review your matter file and speak to the member of staff who acted for you.
4. In appropriate cases, we may contact you within 21 working days of sending you the acknowledgement, to invite you to a meeting to discuss and hopefully resolve your complaint. Where such meeting does take place, within five working days of the meeting, Robin Bower or Daniel King will write to you to confirm what was discussed, the outcome and any solutions agreed with you.
5. In all other cases Robin Bower or Daniel King will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 working 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 Robin Bower, in a case where the complaint was dealt with by Daniel King, or Daniel King where the complaint was dealt with by Robin Bower, to review the decision.
7. We will write to you within 14 working days of receiving your request for a review either informing you of our final position on your complaint and explaining our reasons.
8. If you are then still not satisfied, you can contact:

Legal Ombudsman
PO Box 6167
Slough, SL1 0EH

about your complaint. 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 a year of you realising there was a concern. You must refer your concerns to the Legal Ombudsman within six months of our final response to you. You should contact:

Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

In any event, if the matter has not been resolved to your satisfaction within a period of **8 weeks** of you making the complaint, then you have a right to complain to the Legal Ombudsman as outlined at point 7 overleaf.

Please also note, that there are also Alternative Dispute Resolution (ADR) approved bodies which would be competent to deal with the complaint, and we would be happy to provide names and website addresses for such bodies and indicate whether we would agree to use the schemes operated by those bodies.

You can also refer matters to the SRA where you consider that a firm has breached an SRA Principle. Details of the [SRA Principles can be found here](#) and details of [how to report to the SRA can be found here](#).

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

