

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. We hope that any issues can be dealt with in a friendly and informal manner.

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

What will happen next?

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

We will then investigate your complaint. This will normally involve passing your complaint to our partner Lionel Conner who will review your matter file and speak to the member of staff who acted for you. If the matter was originally dealt with by Lionel then the file will be passed to someone who was not involved to carry out the review

We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.

Within three days of the meeting we will write to you to confirm what took place and any solutions that present or can be 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 our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm, to review the decision.

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.

If you are still not satisfied, you can contact the Legal Ombudsman.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

Within six months of receiving a final response to your complaint

and

No more than six years from the date of act/omission; or

No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

The Legal Ombudsman
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