

Complaints Handling Procedure

Our complaints procedure

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 and nature of the complaint

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure (if you have not already requested a copy)
2. We will then investigate your complaint. This will normally involve passing your complaint to our Directors, Mrs J Brooks / Stephanie Sadofsky who will review your matter file and speak to the member of staff who acted for you.
3. You will then be invited to attend a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place at the meeting and any solutions agreed with you.
5. If you do not want or it is not possible for a meeting, we will send you a detailed written reply to your complaint within 21 days of our acknowledging your complaint, including our suggestions for resolving the matter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner of the firm to review the decision.
7. 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.
8. If you are still not satisfied, you may then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must be made within six months of the date of our final decision on your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or visit their website www.legalombudsman.org.uk.

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