

Complaints Handling Procedure

1. If you have made a complaint about the conduct of your file or our quality of service we would like you to follow up your complaint by setting your complaint out formally in writing setting out the basis of your complaint about the conduct of your file or how you consider our quality of service has been deficient.
2. Upon receipt of your letter of formal complaint it will be passed to the firm's Client Care Partner. He or she will consider the file, interview or obtain further details from the fee earner concerned and provide a written response to your complaint within 14 days of receipt of your letter of complaint.
3. It may, in exceptional circumstances, be necessary to ask for an extension of that time period if the substance of your complaint is complex or the fee earner or the Client Care Partner is unavailable, for example, due to absence on leave. You will be informed if a further period of time will be necessary to investigate the complaint and when a response will be forthcoming.
4. Upon completion of the investigation the Client Care Partner will write to you to confirm the outcome of the complaint investigation and to advise you of what action the firm proposes to take in relation to your complaint.
5. If you are unhappy with the way your complaint has been dealt with by us, you have a right to complain to the Legal Ombudsman within 6 months of the date you are notified of the outcome of the complaint investigation. The Legal Ombudsman can be contacted by telephone 0300 5550333 and by email at: enquiries@legalombudsman.org.uk. His website is at www.legalombudsman.org.uk. If you prefer you can write to the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ.
6. The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.