

## Complaints Handling Procedure

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we'd like to resolve your complaint to your complete satisfaction whenever possible.

### Our complaints procedure

We'd like to speak with you initially to find out if your complaint is something we can resolve without the need to follow a formal complaints procedure. Please could you discuss your complaint in full with the relevant person; normally that will be the lawyer with conduct of your matter.

If you remain unhappy with our service and any suggested resolution, please send full details of your complaint in an email to our Practice Manager, Martyn Williams (contact details available on request).

### What will happen next?

1. We will email you or write you a letter, acknowledging receipt of your complaint within 3 days of us receiving a complaint, and providing you with a copy of this procedure if you do not already have one.
2. We will then investigate your complaint. If your complaint concerns the conduct of your matter or information provided to you, we will review the relevant information and speak to the relevant member(s) of our team.
3. Following an investigation into the matters you raise, we will then invite you to speak with him over the telephone to discuss and hopefully resolve your complaint. This will happen within 14 days of us sending you the acknowledgment email/letter, wherever possible.
4. Within 7 days of that discussion, we will write to you to confirm our decision and any solutions we have agreed with you.
5. If you do not want such a discussion or if it is not possible for one to take place, we will send a detailed written reply to your complaint, including any suggestions for resolving the matter within 21 days of sending the acknowledgment letter.
6. At this stage, if you are still not satisfied with the outcome, you should contact us again within 7 days of receiving our decision to ask for it to be reviewed, giving your reasons why you believe our decision is wrong or not to your satisfaction.
7. We will write to you within 14 days of receiving your request for a review confirming our position on your complaint and explaining our reasons.
8. If you are not satisfied with our response and any suggested resolution(s), you can then contact the Legal Ombudsman at Edward House, Quay Place, Birmingham, B1 2RA about your complaint if you are an individual or any of the other types of client listed below. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman (0300 555 0333 or refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

9. Clients who are entitled to complain to the Legal Ombudsman include individuals, very small businesses, also smaller charities, clubs, trusts and associations. For full details of who is eligible, please visit this web link:

<http://www.legalombudsman.org.uk/helping-the-public/legal/#who-can-use-our-service>

10. If we need to change any of the timescales above, we will let you know and explain why.
11. During the complaints process, you will remain subject to our terms of business in full, including the payment of any invoices we have raised and sent to you for our costs or fees. Should your complaint concern our fees and we or the Ombudsman agree with your complaint, you will receive a refund for the relevant amount.