

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 maintain and improve our standards.

My Complaints Procedure

If you have a complaint, please contact Mrs Richmond with the details.

What will happen next?

- 1 She will send you a letter acknowledging your complaint and asking you to confirm or explain the details. You can expect to receive her letter within three days of receiving your letter of complaint.
- 2 She will record your letter of complaint in my central register and open a file for your complaint. She will do this within three days of receiving your complaint.
- 3 She will acknowledge your reply and confirm what will happen next. You can expect to hear from her within five days of your reply.
- 4 If she needs more information from you to understand your complaint, she will either contact you direct or invite you to meet with her.
- 5 She will then start to investigate your complaint and once concluded she will then send you a detailed reply and her conclusions.
- 6 She will aim to complete that as soon as possible but the time for our response will depend on the nature of your complaint. In any event we must respond within 8 weeks, and if we do not do so you may refer your complaint directly to the Legal Ombudsman at that stage.
- 7 This conclusion will either:
 - i) uphold your complaint and if upheld she will explain what went wrong and how the firm proposes to remedy your complaint
 - ii) Reject your complaint and depending if she does not agree with your complaint and she believes we have provided you with a reasonable

service she will provide a final and clear explanation about how she reached that decision.

- 8 At this stage, if you are still remain dissatisfied we will review any further information you wish to send and the decision will be reviewed again and Mrs Richmond will write to you again with her revised decision
- 9 If you are still not satisfied as to the way in which the firm has dealt with your complaint you can contact the Legal Ombudsman about your complaint. You have 6 months from the date of our final letter in which to complain to the Legal Ombudsman

Legal Ombudsman

PO Box 6806

Wolverhampton

WV 9WJ

0300 555 0333

enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

Alternative complaints bodies such as Ombudsman Services exist which are competent to deal with complaints about legal services should you and ourselves wish to use such a scheme

We do not agree to use Ombudsmen Services

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