

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 our central register and open a file for your complaint. She will do this within five 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 her detailed reply and her conclusions or alternatively invite you to a meeting to discuss further
- 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 to the Legal Ombudsman at that stage

7 The conclusion will either :

- a) Uphold your complaint and if upheld Mrs Richmond will explain what went wrong and how the firm proposes to remedy your complaint
- b) 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

If you are not satisfied as to the way in which the firm has dealt with your complaint and we cannot resolve your complaint you can then refer the matter to the Legal Ombudsman

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

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