

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 need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the relevant Head of Department or (if the complaint is about a Head of Department) our Partner, Gareth Matthews, who will review your matter file and speak to the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 15 working days of sending you the acknowledgement letter.
4. Within 3 working days of the meeting, we will write to you to confirm what took place and any solutions he agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Partner, Gareth Matthews or, where appropriate, another Partner to review the decision.
7. We will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you have been unable to resolve your complaint, then you can have the complaint independently reviewed by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers and can be contacted as follows: Tel: 0300 555 0333 / Email: enquiries@legalombudsman.org.uk / Address: PO Box 6806, Wolverhampton, WV1 9WJ.
9. Any complaint to the Legal Ombudsman about our service must be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. For further information, you should contact the Legal Ombudsman (0300 555 1777) or refer to www.legalombudsman.org.uk.
10. If we have to change any of the timescales above, we will let you know and explain why.