



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 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 Managing Director, Stephen Attree, 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 14 days of sending you the acknowledgement letter.
4. Within 3 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 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 Managing Director, (Stephen Attree) or, where appropriate, another partner to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are not satisfied, you can then contact the Legal Ombudsman Tel: 0300 555 0333 Email: enquiries@legalombudsman.org.uk. The address is PO Box 6806, Wolverhampton, WV1 9WJ.
9. Any complaint to the Legal Ombudsman about our service must usually be made 6 months from the date of our final response. If your complaint is about our conduct, you should contact the Legal Ombudsman within six months of the conduct taking place. 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.