

Complaints 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 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 your complaint within three days of receiving your complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care director Miss Sara Llewellyn Jones who has ultimate responsibility for complaints handling and will review your matter file and speak to the member of staff that acted for you.
3. Miss Sara Llewellyn Jones will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within fourteen days of sending you the acknowledgement letter.
4. Within three days of the meeting Miss Sara Llewellyn Jones will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Miss Sara Llewellyn Jones will send you a detailed written reply to your complaint, including her 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 another director, or someone unconnected with the matter at the firm to review the decision.
7. We will write to you within fourteen days of receiving your request for a review, confirming our final position on your complaint explaining our reasons.
8. If a complaint has not been resolved to your satisfaction within 8 weeks of it being made, you can refer your complaint to the **Legal Ombudsman, Legal Ombudsman PO Box 6167, Slough SL1 0EH**. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk
9. Any complaint to the Legal Ombudsman must usually be made:
 - within six months of receiving of our final written response to your complaint and
 - no more than one year from the date of the act or omission being complained about; or
 - no more than one year from the date when you should reasonably have known that there was cause for complaint

but for further information, you should contact the Legal Ombudsman

The Legal Ombudsman service is only available to members of the public, very small businesses, charities, clubs and trusts. Further details on these restrictions can be found in the “Scheme Rules”

<https://www.legalombudsman.org.uk/who-we-are/corporate-publications/scheme-rules/>

Also, you may be entitled to object to our bill by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. Full details are set out in our Terms of Business.

If we have to change any of the timescales set out above, we will let you know and explain why.