CLIENT CARE 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, write to us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and request clarification of any issues arising from your initial complaint.
    - We will also let you know the name of the person who will be dealing with your complaint.
    - You can expect to receive our letter within 7 days of us receiving your complaint.
2. We will record your complaint in a central register.
3. Upon receipt of any clarification or, if none is requested, we will then write to you and confirm what will happen next.
4. We will then start to investigate your complaint. This will normally involve the following steps:
    - We will pass your complaint to Mr Richard Jones who is in charge of client care, within 7 days.
    - He will ask the partner or member of staff who acted for you to reply to your complaint within 14 days.
    - He will then examine their reply and the information in your complaint file. If necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.
5. Where practical, Mr Jones will invite you to meet him and discuss and hopefully resolve your complaint. He will aim to do this within 21 days of receipt of your complaint.
6. Within 5 days of any meeting, Mr Jones will write to you to confirm what took place and any solutions he has agreed with you.
7. If you do not want a meeting or it is not possible, Mr Jones will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will aim to do this within 28 days of receipt of your complaint. In cases of significant complexity or where it is not possible to deal with your complaint within the time scales envisaged we will endeavour to agree a revised timetable for dealing with you complaint with you.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways.
    - Another Member of the firm will review Mr Jones's decision within 14 days or;
    - We will ask our local Law Society or;
    - We will ask another firm of solicitors to review your complaint within 21 days.
    - In some cases we may invite you to agree to independent mediation.
9. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

    We will also provide you with the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint.

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