Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards. We aim to resolve any complaint you have about the service or the bill we have given you as quickly as possible. If you have a complaint, please contact us with the details. You can make a complaint by any method of your choice. This includes in person, by telephone, or by correspondence. Please note that we will not charge you for any time spent in dealing with your complaint.

What happens next

If you make a complaint about the way in which your matter has been dealt with, or the bill, this is the procedure which will be followed:

- We will notify our Complaints Partner of the complaint.

- We will write to you within 3 working days to explain how your complaint will be investigated, if a complete response to your complaint has not been made by that time. You will be told the latest date by which a complete answer will be given to your complaint. This should not be more than 28 days after we received your complaint. If you have made the complaint verbally, we will set out in full our understanding of the nature of your complaint.

- We will then investigate your complaint. This will normally involve passing your complaint to your Client Partner who will review your matter file and also seek to speak to other members of staff who acted for you. The assessment of your complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld, we will offer remedial action or redress. This will be actioned promptly.

- At this stage, if you are still not satisfied, you may contact us again and we will arrange for another partner unconnected with the matter at the firm to conduct a separate review of your complaint. You will be told about the conclusion of this review within 28 days.

- The above deadlines can be changed if we consider appropriate. However, if, after following the process above, or after 8 weeks of our receiving your complaint, you remain dissatisfied with any aspect of our handling of your complaint, you may directly contact the Legal Ombudsman to ask them to consider the complaint further. Please note that the Legal Ombudsman can only accept complaints from individuals, beneficiaries of an estate/trust, and small businesses and charities. The Legal Ombudsman cannot accept complaints from public bodies or corporate entities. If you would like to know whether you are eligible to complain to the Legal Ombudsman, then please contact it directly.

The contact details are as follows:

Tel no: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Legal Ombudsman, PO Box 6167,Slough SL1 0EH

http://www.legalombudsman.org.uk/

Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instance. You must refer your complaint within 6 months after you have received our written response to your complaint. If you request a review by another partner, then we will not object to the deadline being within 6 months of that response. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman within 1 year from the date of the act/omission, or 1 year from when you should have known about the complaint.

As a matter of law, we are required to inform you that alternative complaints bodies (such as Promediate see (see https://www.promediate.co.uk/our-services/) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not propose to use any alternative scheme unless we specifically agree to the contrary.

You also have a right to object to a bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. Please note that the Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill. If all or part of the bill remains unpaid, we may be entitled to charge interest.

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