

Complaints Procedure



Tell us if you are not happy

It is important to us that you receive a good service from us. If you are unhappy about the handling of your work you should first raise this with the person who is acting for you. The person acting for you, and, where relevant, the Partner to whom they are responsible, will try to resolve the issue to your satisfaction and will set out the issues and their response in writing.

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If that does not resolve the issue to your satisfaction you can complain directly to our Complaints Partner. It is helpful if you can put your Complaint in writing and, if you have several, tell us which are the most important to you. Please also let us know how you want us to contact you (e.g., post, phone or email). Any Complaint by a Client of the Complaints Partner will be considered by another Partner.

The Complaints Partner will contact you within three days of receiving your Complaint. They will then review your file and any comments by the person responsible for it. The Complaints Partner will respond to you in writing with a response within 21 days, with copies being sent to the person responsible for your file. If further time is required to consider your Complaint we will tell you as soon as possible, explain why and give you a date for the response.

The response of the Complaints Partner is binding on us. If you are not satisfied with the response you can ask the Complaints Partner to review it. That will be done within 14 days of receiving your request.

If you remain dissatisfied with that decision you can refer the matter to The Legal Complaints Service. You can contact them on 0845 608 6565 or go to their website

www.legalcomplaints.org.uk

“professionals with a human face”