

Complaints procedures

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, please contact Saphel Rose, our Client Care Partner

What will happen next?

1. Mr Rose will review your file and your complaint and respond to it within 21 days. He may suggest meeting with you to discuss the issues arising.
2. He will then write to you to confirm his opinion and thoughts on your complaint and any suggestions that he may wish to make. In appropriate cases he could offer an apology, a reduction of any bill or a compensatory payment.
3. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 - Saphel Rose will review his own decision
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - Another partner or senior consultant will review your complaint within 10 days.
 - We will ask our local law society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
4. We will let you know the result of the review within five 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.

5. If you are still not satisfied, you can then contact the

Legal Ombudsman,

PO Box 6806

Wolverhampton

WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman (www.legalombudsman.org.uk) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.