

Complaints Handling Policy

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. If you have a complaint, please contact us with the details in writing.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, David Durkin-Finch, who will review your matter file and speak to the member of staff who acted for you.
3. The File Handler may then invite you to a meeting or contact you by telephone at an agreed time to discuss and hopefully resolve your complaint. S/He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the file handler will write to you to confirm what took place and any solutions s/he has agreed with you.
5. Alternatively, if it is felt that a Letter of Response is preferable to a meeting and your Letter of Complaint provides sufficient information for the same to be dealt with by Letter, then this will take place rather than 4-5 above and your Letter of Response will be provided within 14 days of sending you the acknowledgement letter.
6. If a meeting is suggested and you do not want a meeting or it is not possible, the file handler will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again explaining why you do not agree with the contents of the letter of response, or an aspect of it, and we will arrange for Mr David Durkin-Finch to review the file handlers decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you can then contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE about your complaint. Any complaint to the Legal Complaints Service must usually be made within six months of the end of our work for you or within six month of you finding out there was a problem. For further information, you should contact the Legal Complaints Service on 0845 608 6565 or at www.legalcomplaints.org.uk.

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