



# formal complaints procedure

We are committed to providing high quality legal services to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and to deal with your complaint quickly and effectively.

In the first instance you should seek to resolve your complaint informally with the lawyer dealing with your case. If after raising the issue informally you remain unsatisfied you should use the Formal Complaints Procedure set out below.

## formal complaints procedure

1. If you want to make a formal complaint you must send us a detailed written letter, by post or email, setting out the detail and substance of your complaint. We do not accept formal complaints via telephone or in person and are unable to deal with them verbally once the formal procedure is invoked.
2. We will send a letter formally acknowledging receipt of your letter of complaint within 7 working of receiving it.
3. We will then investigate your complaint and write to you giving a detailed reply, including suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter. We will endeavour to respond as swiftly as possible.
4. If you are still not satisfied and wish for us to conduct a further review, you must contact us again and we will arrange for the matter to be referred either to Counsel or a mediator so that an independent third party can review the matter. We aim to conclude this process within 28 days of commencing the review. We will ask Counsel/the mediator to issue a written opinion.
5. Their decision will be issued to you within 7 days of receiving the third-party opinion and will aim to provide further suggestions for resolving the issue. We will confirm our final position on your complaint and provide written reasons.
6. If you are still not satisfied, you may contact the [Legal Ombudsman](#) at: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. The Legal Ombudsman is the regulator for the legal profession in England and Wales. You can visit their website at <http://www.legalombudsman.org.uk>.

Any complaint to the [Legal Ombudsman](#) must usually be made within six months of the date of our final written response on your complaint but for further information you should contact the Ombudsman on 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

If we need to change any of the above timescales due to holiday, problems with staff or third-party availability or any other reason, we will notify you of the revised dates. We will always endeavour to resolve your complaint as quickly and efficiently as we can. You will not be charged for any aspect of resolving your complaint. Your assistance in providing full written information will help us to achieve this.