

OUR COMPLAINTS PROCEDURE

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

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven 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 Compliance Manager, Sian Frampton, who will review your matter file and speak to the member of staff who acted for you.
3. The Compliance Manager, Sian Frampton, may invite you to a meeting to discuss and hopefully resolve your complaint. If such a meeting takes place, he will write to you within fourteen days after the meeting to confirm what took place and any solutions he has agreed with you.
4. If the Compliance Manager, Sian Frampton, does not think it necessary or helpful to offer a meeting, or if you do not wish to attend a meeting, he will send you a detailed written response to your complaint, including his suggestions for resolving the matter. The Compliance Manager, Sian Frampton, will endeavour to do this within 21 days after of sending you the acknowledgement letter, but a more complex matter may take longer. If more time is needed, the Compliance Manager, Sian Frampton, will write to you within 21 days to keep you informed and to advise you when he expects to provide the response.
5. The response from our complaints partner, Mike Jenkins, will be our final decision on your complaint unless you request a review of that decision. If you are not satisfied with the response you receive from the complaints partner, Mike Jenkins, you should contact us again to ask for a review. We will then arrange for another partner unconnected with the matter at the firm, alternatively for another suitably qualified person (either within the firm or external to the firm) to review both your complaint and the response by our complaints partner, Mike Jenkins.
6. We will write to you within seven days of receiving your request for a review, to explain who will be carrying out the review.
7. The person carrying out the review of your complaint will endeavour to complete his or her review within 21 days after the acknowledgement letter is sent to you,

but a more complex matter may take longer. If more time is needed, the person carrying out the review will write to you within 21 days to keep you informed and to advise you when he or she expects to complete his or her review.

8. The person carrying out the review will set out his findings in writing, explaining his or her decision on the complaint and the steps we must take in response. This will represent our final written response to your complaint.
9. If a complaint has not been resolved to your satisfaction within 8 weeks of it being made, you can contact the Legal Ombudsman about your complaint. The question of which complaints are covered by the Legal Ombudsman is governed by the Scheme Rules published by the Ombudsman. Any complaint to the Legal Ombudsman must normally be made within six months of receiving a final written response from us about your complaint and within six years of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it).

The address and contact details for the legal ombudsman are set out below

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Website www.legalombudsman.org.uk

Telephone 0300 555 0333

Email enquiries enquiries@legalombudsman.org.uk.

Alternative complaints bodies such as [ProMediate](#) exist which are ADR certified and competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We do not agree to use [ProMediate](#) as the legal ombudsman already works in a similar way even though not currently ADR certified.