

Complaints Handling Procedure

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 us with the details. You can call us, write to us by post or email us.

A complaint must be raised within year of your case concluding and includes a complaint about our fee and/or invoice

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within four days of us receiving the complaint, 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, Ian Austen-Jones, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Austen-Jones will then send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
4. If you would like a meeting to discuss and hopefully resolve your complaint, then please let us know. If you would rather not attend a meeting but would still like to discuss your complaint, Mr Austen-Jones will call you to discuss over the telephone.
5. Within four days of the meeting or telephone call, Mr Austen-Jones will write to you to confirm what took place and any solutions he has agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Mr Austen-Jones to review his own decision or if appropriate request an independent review by another local solicitor of the decision.
7. 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.
8. If your complaint has not been resolved to your satisfaction following the above-referred to procedure, you may report your concerns to the Legal Ombudsman. However, the Ombudsman expects you to give us eight weeks to try to resolve the matter. If, after eight weeks, you are still dissatisfied, you can then ask the Legal Ombudsman for assistance. The Ombudsman can be contacted on telephone number 0300 555 0333. You need to make any complaint to the Legal Ombudsman within six months of receiving a final response from this firm.

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