

Your Complaint

We take all expressions of dissatisfaction from our clients very seriously. If you have received this, it is likely that you have already expressed your concerns verbally or in writing to us.

This explains our procedures for handling complaints. Our objective is to ensure that your complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution, that addresses your concerns and puts things right where possible.

Making your Complaint

Informal verbal complaints should be addressed to the person who you deal with, for the work in question in the first instance.

If you are not satisfied with their response or feel that the matter is too serious to be dealt with informally, then you should write or speak to their supervisor and Director, Michelle Howell or our Director, Rachel Cuthbert. You will find the contact details for all these people in the Client Care Letter we sent you.

Please provide us with as much detail as possible regarding your complaint, preferably in writing. This will make it easier for us to investigate thoroughly and address your concerns meaningfully. It also means there is less room for misunderstandings.

Response Times

Written complaints will be acknowledged by email or letter within 5 working days of receipt of your complaint. In our response, we will confirm the name of the person responsible for handling the complaint.

A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. We will always endeavour to provide a full response within 28 working days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

Once the investigation has been completed, you will be contacted to confirm this. You may receive a letter setting out the outcome of the investigation, invite you to meet to discuss it in person, or do both. If you are invited to a meeting, you may attend at our offices or request that the discussion takes place by telephone instead.

If a complainant is dissatisfied with the substantive response, they may request an internal review. A request for review should be made within 14 days of the substantive response and should explain why the complainant remains dissatisfied. The review will be carried out by a fellow Director and someone who was not part of the original investigation.



The Legal Ombudsman requires us to deal with your complaint within 8 weeks of receipt. If we are unable to resolve your complaint within this period, or if you remain dissatisfied you may contact the Legal Ombudsman – please see details below.

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH
Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

The Legal Ombudsman will normally expect you to have taken the matter through our complaints procedure before they will investigate your complaint. In normal circumstances they will expect you to refer the matter to them within six months of receiving the final letter from us regarding your complaint or within 1 year of when the complainant should reasonably have known there was cause for complaint.

The Legal Ombudsman deals with complaints about poor service. If the complaint concerns professional misconduct, such as dishonesty, taking or losing client money, or serious breaches of professional obligations, the complainant may contact the Solicitors Regulation Authority.

The Solicitors Regulation Authority's contact details are:

Solicitors Regulation Authority

The Cube
199 Wharfside Street
Birmingham
B1 1RN
Telephone: 0370 606 2555
Website: www.sra.org.uk

