



## **COMPLAINTS 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, contact us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within five working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within five working days of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps.
  - We will pass your complaint to Toby Burrough, our Client Care partner.
  - He will then examine your file and investigate your complaint. And, if necessary, he may also speak to you.
4. Toby Burrough will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 14 days of receiving the complaint.
5. At this stage, if you are still not satisfied, you may contact us again. We will then arrange to review our decision, by another partner of the firm reviewing Mr Burrough's decision within five days.
6. We will let you know the result of the review. At this time we will write to you confirming our final position on your complaint, and explaining our reasons.

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