

6.5d Client complaints procedure

If you have a complaint, please first contact the fee earner dealing with your case. If you are not satisfied within 14 days submit the details of your complaint in writing to that fee earner if you have not already done so.

Upon receipt of a written complaint this will be referred to the fee earner dealing with your matter and a copy will be given to our Managing Partner (Mr Martyn Stacey). We will acknowledge receipt of your complaint within 2 working days. If the complaint concerns the client care partner a copy will be given to another partner whose name will be provided to you. The complaint will be entered in our Central Register.

We will then investigate your complaint. If we require further information we will let you know within 14 days of receiving your complaint. We may request you to attend a meeting to discuss your complaint. In any event we shall endeavour to give a full reply within 21 days of having sufficient information from you.

If you are unable to resolve your complaint with our fee earner or receive no reply, your next step is to write directly to our Managing Partner (or in the case of a complaint against him to any other Partner). In the absence of notification from us that another Partner will investigate the complaint, please write to the Manager Partner asking him to investigate your complaint.

Your complaint will then be reviewed again and you may expect either a request to attend a meeting to discuss your complaint or a full reply within 21 days of receipt of your request.

At this stage, if you are still not satisfied you can write to the Managing Partner again. We will then arrange to review our decision. This will happen within 21 days.

You should allow us up to 8 weeks to resolve your complaint. If, after 8 weeks, we have failed to deal with your complaint to your satisfaction, you can involve the Legal Ombudsman.

If you are not happy with our final response, you have up to 6 months to bring your complaint to the Legal Ombudsman. Please note that as from 1st April 2023 the following new time limits will apply. The Legal Ombudsman will accept complaints up to 1 year from the date of the actual omission of which you are complaining about, or 1 year from the date when you should have reasonably known about the complaint. This only applies to problems which have happened on or after 6th October 2010. If the problem happened earlier than that, you must not have been aware of it before 6th October 2010. The Legal Ombudsman has a discretion as to whether to extend this time limit for specific clients if, on the evidence, it is fair and reasonable to do so.

The contact details of the Legal Ombudsman are:

- Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ
- Telephone: 0300 555 0333 Minicom 0300 555 1777

- Email: enquiries@legalombudsman.org.uk
- Website: www.legalombudsman.org.uk