

COMPLAINTS PROCEDURE

The firm is 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 maintain and improve our standards.

Our complaints procedure

If you have a complaint, please contact our Complaints Partner, Mrs Wendy Fahri, with the details. *Please note, if you wish to complain about Wendy Fahri, your complaint will be dealt with by another Partner of the firm.*

What will happen next?

1. We will send you a letter acknowledging your complaint, where necessary asking you to confirm or explain the details. We will tell you who will be dealing with your complaint and also provide you with the contact details for the Legal Ombudsman. You can expect to receive our letter within 3 working days of receiving your complaint.
2. We will open a file for your complaint and record it in our central register. We will do this within 2 working days of receiving your complaint.
3. Mrs Fahri will then investigate your complaint, which will normally involve examining your file and (if she did not act for you personally) speaking with the person in the firm who acted for you. She will do this within 10 working days.
4. If you would like to have a meeting to discuss and hopefully resolve your complaint, we will arrange this within 3 working days of your request. Within 2 working days of the meeting Mrs Fahri will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting, or if it is not possible for any reason, Mrs Fahri will send you a detailed response to your complaint, including suggestions for resolving the matter.
6. At this stage, if you remain dissatisfied, you can let us know. The Partners will review the decision. This process is likely to take 10 days.
7. We will let you know the result of this review within 2 working days of its conclusion. At this stage Mrs Fahri will write to you confirming the firm's final position on your complaint.
8. If you are still not satisfied with the firm's decision at the conclusion of the complaints procedure you may refer the matter to the Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ; telephone 0300 555 0333; enquiries@legalombudsman.org.uk; www.legalombudsman.org.uk. There is a time limit for referring the matter to the Legal Ombudsman which is generally 6 months from the end of our firm's complaint procedure and no later than 12 months from when the matter first occurred.

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