



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.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three business days of receiving it, 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, Timothy Eppel, who will review your matter file and speak to the member of staff who acted for you.
3. The client care partner will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 15 business days of sending you the acknowledgement letter.
4. Within three business days of the meeting, the client care partner will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the client care partner will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 15 business days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can ask the Legal Ombudsman (who investigates complaints about service issues with lawyers) to consider the complaint. Their helpline number is 0300 555 0333 and their address is Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB. Their e-mail address is enquiries@legalombudsman.org.uk. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. Further information can be found on the Ombudsman's website at <http://www.legalombudsman.org.uk/>.

9. However, please note that the service provided by the Legal Ombudsman is only available to certain types of clients/organisations, further details of which can be found on the Legal Ombudsman's website, and the Legal Ombudsman may not consider a complaint about our charges if you have applied to court for assessment of the bill.

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

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).