

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, contact us with details.

What will happen next?

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.

We will record your complaint in our central register and open a separate file for your complaint. We will do this within 5 working days of receiving your complaint.

We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within a 5 working days of your reply.

We will then start to investigate your complaint. This will normally involve the following steps:

We will pass your complaint to David Scott, our Client Care Director, within 5 days. He will ask the case worker to reply to your complaint within 10 days.

He will then examine the reply and the information in your complaint file. If necessary, he may also speak to the case worker. This will take up to 5 days from receiving their reply and the file.

David Scott will then invite you to meet him and discuss and hopefully resolve your complaint. He will do this within 5 days.

Within 5 days of the meeting David Scott will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, David Scott will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision.

Another member of the Management Committee of the company will review David Scott's decision within 10 days.

We will let you know the result of the review within 5 days of the end 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.

Any complaints concerning the level of service of David Scott will be referred to Jacqueline Wadsworth. The other provisions of our complaints service remain the same.

If you are still not satisfied, you can, subject to your being within their scheme rules, contact the Legal Ombudsman Service about your complaint.

Normally you must exhaust our complaints procedure before you complain to the Ombudsman.

However, if you have complained and the matter has not been resolved to your satisfaction within 8 weeks, or if the Ombudsman considers there are exceptional circumstances; or if our

relationship has broken down irretrievably, you may be able to contact the Ombudsman direct even though our internal procedures have not been concluded.

The up to date Scheme Rules are dated 1st April 2019. A full copy of the Scheme Rules is available from the Ombudsman Service.

The Ombudsman's telephone number is 03005550333. Their postal address is PO Box 6806, Wolverhampton WV1 9WJ. Their office hours are 8.30 am to 5.30 pm Monday to Friday inclusive. Their email address is enquiries@legalombudsman.org.uk.

There are time limits for referring matters to the Ombudsman.

The act or omission or when you should reasonably have known of it must have occurred after 5 October 2010. You must refer the complaint to the Ombudsman no later than six years from the act/omission; or three years from when you should reasonably have known there was cause for complaint.

There is provision for the Ombudsman to extend any time limit.