

## Complaints Handling Procedure

We aim to afford all of our clients a quality service. However, if there is any aspect of our service that you are unhappy with and you wish to make a complaint, this note sets out how you can do that.

1. If you wish to complain about any aspect of our service (including our charges), in the first instance, you should do so to the person mostly responsible for the work (the fee earner). If they are unable to resolve your complaint or you feel unable to raise your complaint with them, you should direct your complaint to his or her supervisor, whose name you will find in our engagement letter, which we sent to you, when you first instructed us. If you are in any doubt as to who to refer your complaint to, please contact Andrew Hardcastle, unless your complaint is against him, in which case, please contact Michael Barlow.
2. You can make a complaint by telephone, email, fax or letter. We will acknowledge your complaint within three working days and confirm the name of the person responsible for dealing with the complaint.
3. Even if you make your initial complaint to us verbally, it would help us to deal with it, if you could set it out, in full, in writing.
4. A full reply to your complaint will be sent as soon as it has been investigated together with any proposals for dealing with your concerns. We will always endeavour to provide a full reply within 21 days but, if that is not possible, an interim response will be given to explain why it is the case, and when we expect our investigations to be completed and the full reply to be sent.
5. In the event that we are unable to resolve your complaint with you or, in any event, after eight weeks has elapsed since you first made it to us, you can ask the Legal Ombudsman to consider it. The Legal Ombudsman's contact details are as follows:  
Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ  
Telephone number: 0300 555 0333 (09.00 – 17.00)  
Email address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

### Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints, and improvement measures to prevent adverse trends and correct recurring problems. In this way, we aim to improve the service we provide.

**Time Limits**

If you want to refer your complaint to the Legal Ombudsman, you should do so within twelve months of raising it with us and, in any event, within six months of receiving any final reply from us.