



## Complaints Procedure

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. In the first instance, please contact the person you are dealing with. Often complaints arise out of misunderstandings and the person may be able to explain to you in detail the issues, which can then resolve the complaint in an informal way.

If you feel that you cannot do so or if this has not resolved the complaint, please write to us with full details about your complaint.

### What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within two working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Principal, Andrea Woelke, who will review your matter file and speak to the member of staff who acted for you.
3. Andrea Woelke will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Andrea Woelke 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, Andrea Woelke will send you a detailed written reply to your complaint by letter or email, 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 Andrea Woelke to review the decision. In appropriate cases we may suggest that the matter is referred to another local solicitor for review or for mediation.
7. We will write to you within 14 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 then contact the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), PO Box 6806, Wolverhampton, WV1 9WJ, [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), 0300 555 0333, or +44 121 245 3050 from abroad) about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months from the end of our complaints process. For further information, you should contact the Legal Ombudsman.
9. Alternative complaints bodies (such as ProMediate: [www.promediate.co.uk/professionals-complaints/consumer-guidance](http://www.promediate.co.uk/professionals-complaints/consumer-guidance)) exist which are competent to deal with complaints about legal services should both you and us wish to use such a scheme. Unless we have told you that we do not agree that your case can be resolved in this way, we agree to do so.

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

There is no charge for investigating the complaint as such.

October 2015