Complaints Procedure (last reviewed 08.03.2024)

Our complaints policy
We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, please contact Russell Ford. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three 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, Russell Ford, who will review your matter file and speak to the member of staff who acted for you.
3. Russell Ford 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, Russell Ford 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, Russell Ford will send you a detailed written reply to your complaint, including his/her 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 Andrew Ford to review the decision.
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.

What to do if we cannot resolve your complaint
The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.
If you have, then you must take your complaint to the Legal Ombudsman within six months of receiving our final response to your complaint **and n**o more than one year from the date of the act or omission being complained about; or no more than one year from the date when you should reasonably have known that there was cause for complaint.

www.legalombudsman.org.uk, 0300 555 0333, enquiries@legalombudsman.org.uk

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.

www.sra.org.uk

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