

## **Complaints Handling Policy**

### **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. We would always want our clients to raise any concerns as soon as practicable with the member of staff who is undertaking their work.

However we accept that there may be occasions when the member of staff is unable to resolve your complaint or you may feel it is sufficiently serious that you want a more senior member of the firm to investigate this matter on your behalf.

If you have a complaint which you feel has not been dealt with satisfactorily by the member of staff concerned, please contact the Head of Department for the member of staff concerned with the details. If you are uncertain who the Head of Department is, our switchboard can provide you with the name.

### **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. The Head of Department will then investigate your complaint. This will normally involve a review your matter file and a discussion with the member of staff who acted for you.
3. The Head of Department will consider whether the matter can be dealt with more informally, for example, by correspondence or telephone, or whether a meeting with you is required. If so, we will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 15 working days of sending you the acknowledgement letter.
4. Within three days of any meeting, the Head of Department will write to you to confirm what took place and any solutions s/he has agreed with you.
5. At this stage, if you are still not satisfied, you should then write to the Senior/Complaints Partner as soon as possible who will arrange to review the decision.
6. We will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you may be able to complain to the Legal Ombudsman. The Legal Ombudsman will normally only deal with complaints from members of the public, very small businesses, charities, clubs and trusts. Please contact the Ombudsman direct to clarify whether he will consider your complaint. Your complaint must be normally made to the Legal Ombudsman within 6 months of your receiving our final decision on your complaint. You may contact the Legal Ombudsman at:



Office of the Legal Ombudsman  
PO Box 15870,  
Birmingham,  
B30 9EB

Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Web-site: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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

**LIVERPOOL**

Horton House, Exchange Flags, Liverpool L2 3YL  
0151 600 3000

**MANCHESTER**

55 King Street, Manchester M2 4LQ  
0161 836 8800

**PRESTON**

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01772 823921