

What we will do if you are dissatisfied with the Service you have received

We are committed to providing a high-quality service to all our clients and we are sorry that you have found it necessary to express dissatisfaction and we will make every effort to address your concerns as quickly and as fairly as possible.

What will happen next?

1. The accompanying letter acknowledges your concerns and asks you to confirm or explain the details set out. You should have received our letter within five working days of our hearing from you
2. We will record your concerns in our Central Register and open a separate file for it. We will do this within two working days of receiving your letter.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next and will provide details of who will investigate the problem. You can expect to hear from us within two working days of our receiving your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:-
 - The Client Care Manager will pass your complaint to the person nominated to deal with your complaint.
 - That person will ask the member of staff who acted for you for their written response to your complaint.
 - The person nominated will then examine that response and the information in your complaint file. If necessary, the person nominated may also speak to that member of staff.
5. The person nominated will send you a detailed response which will, if appropriate, include suggestions for resolving the matter. The person nominated will endeavour to do this within 28 working days of receiving your original complaint.
6. At this stage, if you are still not satisfied you can contact us again. We will consider your further comments and will then write to you with our final position on your matter and explaining our reasons within five working days.
7. If you are still not satisfied, you can contact the Legal Ombudsman about your concerns at the address set out below. If you do this, you should do so within six months of receiving our final response and no more than one year after the problem occurred or one year from when you should reasonably have known there was cause for complaint.
8. If we have to change any of the timescales above, we will let you know and explain why.

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Minicom: 18002 0300 555 0333

Website: www.legalombudsman.co.uk

Email: enquiries@legalombudsman.org.uk

Please note: We currently do not use any ADR providers to resolve complaints.
