

COMPLAINTS PROCEDURE

OUR COMPLAINTS POLICY

We are committed to providing a high quality of legal services to all our clients. When something goes wrong, we are happy for you to tell us about it and we will do our best to resolve your complaint. We want to ensure that complaints are handled promptly, fairly and effectively.

OUR COMPLAINTS PROCEDURE

As you will be aware from the Terms and Conditions sent to you at the outset of the case, complaints are dealt with by Michael Coughlan. If you have not already done so please provide him with full written details of your complaint. He will take personal responsibility for ensuring your complaint is dealt with in accordance with these procedures.

WHAT WILL HAPPEN NEXT

1. Your claim will be fully investigated within 10 working days of receiving all the details we require from the member of staff who acted for you or from the date of receipt of the information requested from you. If appropriate we will invite you to meet the person responsible for the relevant department in order to discuss and hopefully resolve your complaint.
2. Within 5 working days of the meeting with you or within 5 working days of completing the investigation we will write to you to confirm what took place and any solutions we have agreed with you or, alternatively, we will send a detailed reply to your complaint. This will include our suggestions, if appropriate, for resolving the matter.
3. At this stage if you are still not satisfied you can write to us again. We can then arrange to review our decision. This will happen in one of the following ways:
 - ◆ The Partner dealing with complaints will review his own decision within 5 working days or we will arrange for someone in the firm who has not been involved in your complaint to review it. We will do this within 10 working days.
 - ◆ Another partner in the firm, who has not previously been involved in your case, will review your complaint.
4. We will let you know the result of the review within 5 working days of the end of the review. This time we will write to you confirming our final decision on your complaint and explaining our reasons. If we have to change any of the timescales above, we will let you know and explain why, but we have to, in any event, resolve your complaint within eight weeks.

5. The firm's aim is to offer all clients an efficient and effective service, and we are confident that we will do so in your case. However, if at any time during the conduct of your matter, you are unhappy or unsatisfied with the manner in which it is being dealt with, then you should initially contact the person working on your matter to resolve the problem. This can include a complaint about the firm's bill. Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets all three of the conditions below:

1. The problem or when you found out about it, happened after 5 October 2010; and
2. You are referring your complaint to the Legal Ombudsman within either of the following:
Six years of the problem happening; or
Three years from when you found out about it; and
3. You are referring your complaint to the Legal Ombudsman within six months of our final response to you.

Whilst all individual clients are eligible to make a complaint to the Legal Ombudsman some other types of client may not be and you should refer to the Legal Ombudsman website for guidance. There are exceptions to the time limits above; please see the Legal Ombudsman website for details.

If we have been unable to settle your complaint using our internal complaints process you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone: 0300 555 0333

Email address: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Alternative complaints bodies such as Small Claims Mediation <http://www.small-claims-mediation.co.uk/> exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.