



### **Our complaints policy**

We are committed to providing a high-quality 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.

### **Our complaints procedure**

If you have a complaint, please contact us with the details.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three 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 one of our Directors, who will review your matter file and speak to the member of staff who acted for you.
3. The Director investigating your complaint will then send a formal written outcome of your complaint where hopefully he will resolve your complaint. He will send this letter within 15 working days of receipt of your complaint.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for one of the other Directors, not involved in the original Investigation, to review the decision.
6. He 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.