



Complaints Handling Procedure

Our Policy

We are committed to providing a high-quality legal service to all our clients. If there are problems we will do our best to resolve these quickly.

Our Procedures

If you have a complaint we hope you have first raised this with the person dealing with your matter on a day to day basis.

If that has not resolved your complaint then please contact the Partner with overall responsibility whose details will have been given to you in our Terms of Engagement letter.

We will write to you within a week to let you know:-

- (a) Who will be dealing with your complaint
- (b) The time-scale involved.

We believe that all complaints should be dealt with as soon as possible consistent with the availability of the person about whom the complaint has been made and the complexity of the matter. We aim to respond fully either by letter or having a meeting with you within 10 working days.

If following this procedure you are still not satisfied then your complaint will be referred to Neil Angel who is the person ultimately responsible within the firm for dealing with complaints. Again he will write to you within a timescale for trying to resolve matters.

If following this three stage procedure you are still unhappy about the outcome then we will refer you to the Law Society Legal Complaints Service to see if they can resolve matters.