

**Crystal Clear Law**  
**Our Complaints Procedure**  
**A guide for clients**

**My complaints policy**

I am committed to providing a high-quality legal service to all my clients. When something goes wrong I need you to tell me about it. This will help me to maintain and improve my standards.

**My complaints procedure**

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

**What will happen next?**

- 1 I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. I will also let you know who will be dealing with your complaint. You can expect to receive my letter within two days of me receiving your complaint.
- 2 I will record your complaint in my central register and open a file for your complaint. I will do this within a day of receiving your complaint.
- 3 I will acknowledge your reply and confirm what will happen next. You can expect to hear from me within a day of your reply.
- 4 I will then start to investigate your complaint. This may involve one or more of the following steps.
  - If I acted for you, I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter. I will do this within 10 days.
  - If someone else acted for you, I will ask them to give me their reply to your complaint within five days. I will do this within a day.
  - I will then examine their reply and the information in your complaint file. I may also speak to the person who acted for you. I will do this within three days of receiving their reply and the file.
  - I will ask another independent local solicitor to investigate your complaint and report to me. I will do this within three days.
- 5 I will then write inviting you to meet me and discuss and hopefully resolve your complaint. I will do this within three days.
- 6 Within two days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you. If you do not want a meeting or it is not possible, I will send you a detailed reply to your complaint. This will include my suggestions for resolving the matter. I will do this within five days of completing my investigation.
- 7 At this stage, if you are still not satisfied, you can let us know. I will then arrange to review my decision. This may happen in one of the following ways.
  - I will review the decision myself within five days.

- I will arrange for someone who is not connected with the complaint to review my decision. I will do this within 10 days.
- I will ask my local Law Society or another local Company of solicitors to review your complaint within 10 days. I will let you know how long this process will take.
- I will invite you to agree to independent mediation within 5 days. I will let you know how long this will take.

8 I will let you know the result of the review within five days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. I will also give you the name and address of our Consumer Complaints Service. If you are still not satisfied, you can contact them about your complaint. If I have to change any of the timescales above, I will let you know and explain why.

Daniella Lipszyc