



Our complaints policy

We are 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 our standards.

Our 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 receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. I will then investigate your complaint. I will review your matter file and if I acted for you, I will consider your complaint again, if someone else acted for you I will speak to the member of staff who acted for you
3. I will then send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter. However, if the complaint is complicated further time may be needed. If so, I will write and tell you and set another time limit.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone else at the firm, unconnected with the matter to review my decision. In some cases, an appropriate alternative at this stage might be mediation to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can contact:
Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should email the Legal Ombudsman or call 0300 555 0333.

Dale Greenwood
Director