

Our complaints procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to maintain and improve our standards.

If you have a complaint, please contact us with the details. Our complaints officer is Dale Greenwood he can be contacted by telephone on 01270 444100 or by email at

dale.greenwood@crystalclearlaw.co.uk

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. Mr Greenwood will review your matter file and speak to the member of staff who acted for you.
- We will then send you a detailed written reply to your complaint, including our 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, we will write and tell you and set another time limit.
- 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 our decision. In some cases, an appropriate alternative at this stage might be mediation to review the decision.
- 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.
- If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, enquiries@legalombudsman.org.uk or call 0300 555 0333 about your complaint. 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.
- Alternatively, if you consider that we have breached a regulatory obligation, you may refer the matter directly to the SRA as <https://www.sra.org.uk/consumers/problems/report-solicitor/>. The postal address is Solicitors Regulation Authority The Cube 199 Wharfside Street Birmingham B1 1RN. You may also telephone them on 0370 606 2555 or email them at report@sra.org.uk

We will not charge you for investigating your complaint.

If we have to change any of the timescales above, we will let you know and explain why.